

## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:11  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - Gus Warwick - 27/01/2015

Copy with e-mail address redacted

**From:** gus warwick  
**Sent:** 27 January 2015 17:58  
**To:** licensing  
**Cc:**  
**Subject:** Aryana Express 46 Frimley High street

Hi

I have been given a questionnaire by the staff at Aryana express with a number of questions regarding sale of tobacco and alcohol to people under the legal age and how convenient the shop is.

Firstly regarding sale to those under age I feel that the staff are very responsible in their checking id. As an example when I sent a friend of my son to buy cigarettes for me he was refused even though he was 21, a regular customer and heavily tattooed the staff still refused him as he did not have id on him at that time.

My flat over looks the shop and in the 2 years I have lived here I have not experienced any problems with teenagers or drunk people around the shop or to the best of my knowledge connected with the shop.

Lastly regarding how convenient the shop is I often don't get home from work till after 2000 hrs by which point Aryana express is the only shop open within walking distance so I therefore regularly use the shop as late as 2230 hrs, especially as I have a prepaid electricity meter and can get my electric key topped up as late as 2300 if necessary.

In conclusion as a local resident I would find it a major inconvenience if the opening hours were reduced in any way as I do rely on the shop late into the evening.

Regards

Gus Warwick


## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:12  
**To:** Derek Seekings  
**Subject:** FW: Aryana express - Shyam Ghale - 28/01/2015

Copy with e-mail address redacted

-----Original Message-----

**From:** shyam ghale  
**Sent:** 28 January 2015 16:45  
**To:** licensing  
**Cc:**   
**Subject:** Aryana express

Hi

My name is Shyam and I live in farnborough and I have been going to aryana express since 2008 and its is very convenient store. The staffs there are friendly and helpful and I have never seen them selling any alcohol or tobacco to the underage people until today

Sent from my iPhone

## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:16  
**To:** Derek Seekings  
**Subject:** FW: Aryana express - Sophie Wilson - 01/02/2015

Copy with e-mail address redacted

-----Original Message-----

**From:** sophie wilson  
**Sent:** 01 February 2015 18:05  
**To:** licensing  
**Cc:**  
**Subject:** Aryana express frimley

To whom it may concern,

Firstly I would like to express my feelings regarding the business in question. As a local member of the Frimley community I find Aryanas extremely convenient especially as all the other local businesses close at 8pm. The majority the customers will use Aryanas after this time due to the fact that after this time the next available shop would either be a petrol station or tescos 24 hr in padlock hill Frimley Green.

I use Aryanas I.e before 7am and after 8pm on regular basis. I have found the staff always completely pleasant and helpful. I have never had any problems with any of them.

So regarding the matter that arose on the 17.12.14 I believe this wasn't due to lack training I believe it was due to inexperience and the distraction another person acting suspiciously on the premises.

I think it would be unfair to pursue the matter as the member of staff was looking after the interests of the business, he thought he'd checked the ID of the other person buying alcohol under age, and unfortunately due to human error the under age person was able to walk away with the alcohol, however what we must remember here is that the shop lifter didn't get away with anything. This is an extremely tough job and to be honest I wouldn't want to do it. I think the staff do a good job as they have under age customers trying it on all the time, the majority of the time they are turned away with out any problems however there is always a few idiots in this world that try it on and they staff are always polite and explain that they can not serve them with out ID ( I have witnesses this on many occasions).

1 how responsible do you think that the staff are, regarding the matter of teenagers being served alcohol / tobacco in the last five years I think they are very responsible

2 have you or someone you know experienced the sale of under age alcohol or tobacco products in the last 5 years No

3 have you or someone you know experienced any problems with teenagers or drunk people around Aryana Express which is connected to Aryanas in the 5 years.

Difficult to tell as right out side is one of main bus routes to camberley.

4 how good is the service from the staff in Aryanas?

Very good I am always greeted politely and served with a smile.

5 how convenient is Aryanas

Very convenient for myself.

6 how convenient is Aryanas between the hours of. 20.00 and 23.00 Extremely convenient I would really struggle if they weren't there.

I hope that my opinion does matter and you will take my views on board.

Kind regards

Sophie Morgan

Sent from my iPhone

## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:17  
**To:** Derek Seekings  
**Subject:** FW: ARYANA EXPRESS - Kim Shek - 02/02/2015

Copy with e-mail address redacted

---

**From:** Kim Shek  
**Sent:** 02 February 2015 16:29  
**To:** licensing  
**Subject:** Review of Premises Licence ARYANA EXPRESS

Application for review of premises licence ARYANA EXPRESS, 46 Frimley high street, Frimley, Camberley, Surrey GU16 7JF

My name is Mr Kim Shek, Owner of 'Kim's Plaice' 68 Frimley High St, Frimley, Camberley, Surrey, GU16 7JE

I am a personal license holder and my business sells Alcohol as well.

Aryana Express is having a review of it's premises license and the application has been made on the grounds of the prevention of crime and disorder and protection of children from harm. I totally agree with Surrey Police putting a review of the premises licence. In my experience dealing with drunks and disorder from drinking alcohol is not a pleasant experience. Aranya Express has been caught a few times selling alcohol to Minors which is unethical and illegal. My strong views is to take away selling of cigarettes and alcohol from shops but as a shopkeeper and business owner, I do sell alcohol responsibly. I do not want Aryana Express to lose their alcohol licence because it would cause them to go out of business and have a empty shop. Because it's main business is the sale of alcohol, cigarettes and groceries. I had a strong talk with them about their activities because obviously if I have under-age people drinking it affects the community spirit of Frimley. I believe they have learnt from their mistakes and hopefully they will abide by the rules and regulations. As part of the community of Frimley I request the Licensing authority not to take away Aryana express' premises licence and should be given another chance.

Kind regards,

Mr Kim Shek

Contact numbers redacted by Licensing Authority

'Kim's Plaice' 68 Frimley High St, Frimley, Camberley, Surrey, GU16 7JE

## **Derek Seekings**

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:19  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - Rachel Jones - 04/02/2015

Copy with e-mail address redacted

---

**From:** racheljones  
**Sent:** 04 February 2015 20:43  
**To:** licensing  
**Subject:** Fwd: Aryana Express

Sent from Samsung Mobile on O2

----- Original message -----

**From:** racheljones\_28  
**Date:** 04/02/2015 20:27 (GMT+00:00)  
**To:** [licensing@surreyhealth.gov.uk](mailto:licensing@surreyhealth.gov.uk)  
**Cc:**  
**Subject:** Aryana Express

Aryana express has been my local shop for the past 5 years. The staff are extremely friendly and on more than a few occasions I have witnessed young people being asked for ID by the staff. It is very handy that Aryana is open untill 11pm as no other local shops are. It would be such a shame if Aryana express got shut down by one silly mistake that we all make as humans.

Sent from Samsung Mobile on O2

## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:20  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - David Lewis - 05/02/2015

**Derek Seekings**  
Licensing Officer  
Community Services

01276 707626

**Great Place • Great Community • Great Future**

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 13:16  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - David Lewis

Copy with e-mail address redacted

---

**From:** David Lewis  
**Sent:** 05 February 2015 15:54  
**To:** licensing  
**Subject:** Aryana Express 46 Frimley High Street GU16 7JE

RE application to review drinks licence 9/2./2015

I am a solicitor in practice having been admitted in October 1970 and am a local resident..I have been a customer of Aryana since it first opened since the service was far more friendly and efficient than the newsagents next door but one.  
During those five years at about 6am I would buy my newspaper and about 7pm buy some beer to drink at home and I have never experienced anything untoward. I have been there on several occasions after I had to work late sometimes at about 10 to 11pm and even then I witnessed no trouble.Both my wife and I have been there on several occasions when customers have been refused service of alcohol since they could not prove their age. I have never felt intimidated by other customers.  
I feel that there is a local need for an off licence in Frimley High street since Unwins and Oddbins have both moved out and Waitrose closing at 7PM and the nearest off licence Camerley Stores on the Frimley Road closing at 7pm when the traffic congestion is chronic and parking practically impossible.  
It would be a great pity if some customers with their own agenda could potentially deprive some honest and decent staff of their livelihoods and also cause hardship to customers and particularly shift workers who possibly might seek to buy alcohol at say between 10 to 11 pm.

David D Lewis

## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:21  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - Andrew Walters - 06/02/2015

Copy with e-mail address redacted

---

**From:** Andrew Walters

**Sent:** 06 February 2015 17:49  
**To:** licensing  
**Cc:**  
**Subject:** Aryana Express - 46, Frimley High Street GU16 7JF

To whom it may concern,

I would like to send this email in support of the Aryana Express, I shop regularly there especially between the hours of 8-11pm (as I am often working around the corner until then) as it is the only shop anywhere near me or on my route home. I can say that on numerous occasions I have seen their staff politely turn people away for alcohol and cigarettes because they have failed to have relevant id.

The staff at the Aryana Express are extremely friendly and I believe the shop is an integral part of the community especially after 'normal' shopping hours

Please don't hesitate to contact me if you require any further information or clarification regarding this matter

Kind Regards  
Andrew Walters

## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:25  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - David Hobson - 07/02/2015

Copy with e-mail address redacted

**From:** David Hobson  
'Mega Bowlman'  
**Sent:** 07 February 2015 11:01  
**To:** licensing; [REDACTED]  
**Subject:** Aryana express

To whom it may concern.

I have been informed of the licencing review being carried out regarding the Aryana Express on Frimley high street.

As a regular customer of the Aryana I feel I must comment on the review. I have lived in the centre of Frimley (just off the high street) since March 2009 and during that period have used the shop approximately two to three times a week.

On a significant number of occasions I have seen the staff of the Aryana challenge customers to prove their age, with varying degrees of success. At no time in the last (almost) 6 years have I ever seen any member of staff serve cigarettes or alcohol to anyone I believed to be under age, further whenever a customer has been challenged to prove their age they have only been able to continue the purchase after providing sufficient evidence.

Although far from its heyday Frimley street is a lovely high street with a number of independent businesses. The closure of the independent bakery and the opening of a Subway in 2014 were both sad events. We do not have groups of teenagers hanging around the streets and even late at night the street is peaceful and safe.

I have read the submission made by Licencing Officer Rab Carnie which details a worrying incident in December of 2014. It is clear that this incident must be treated seriously. However I really hope that you do not revoke the licence or limit their hours of trade. Rab Carnie suggests a list of 16 separate licencing conditions which sound appropriate and proportionate.

I do note the report states that since the two failed tests in December 2010 and Feb 2011 there had been 4 successful tests. These successful tests are much more in line with my personal experience at the Aryana.

My reading of the report seems to imply that the police intelligence was based on the statements of a group of drunk teenagers who had claimed to obtain alcohol from the Aryana. I do hope that the evidence was more substantial than this as they would probably not be the first group of teenagers to lie to the police when caught misbehaving.

If there is to be a public hearing or any other forum where the views of the Frimley residents are to be taken into account I would appreciate being informed.

Many Thanks

Dave



## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:26  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - Paul French - 07/02/2015

Copy with e-mail address redacted

---

**From:** P FRENCH  
**Sent:** 07 February 2015 12:02  
**To:** licensing  
**Cc:**  
**Subject:**

To whom it may concern.

Following my completion of the survey form for the Ariana Express I would like to add the following comments.

Although I do not live locally to Frimley (I live in Basingstoke) I do use the shop at weekends when staying with my partner.

I have used the shop since it opened both for convenience for alcohol and always on Sunday's for my newspapers. I have found the staff to be always courteous, helpful and observant.

Whilst awaiting to pay for my goods I have noticed on many occasions the staff insisting on proof of age when selling to a person who appears to be underage and often refusing to serve people if they do not have ID.

In my opinion all staff are conscientious in their duties and to all customers.

Regards  
Paul French

## Derek Seekings

---

**From:** Derek Seekings  
**Sent:** 16 February 2015 14:27  
**To:** Derek Seekings  
**Subject:** FW: Aryana Express - James Petter - 08/02/2015

Copy with e-mail address redacted

---

**From:** James Petter  
**Sent:** 08 February 2015 23:40  
**To:** Cllr Ian Sams  
**Cc:** licensing; james work  
**Subject:** Aryana Express licence review

Hi Councillor Sams, thank you for taking the time recently to hear my grievance about the report going to the licensing committee at Surrey Heath Council regarding our local convenience store, Aryana Express.

I'm sorry I haven't sent this email earlier but my wife has been in hospital recently.

As I stated at the time, my concern is not with the incident of the secret shopper, but with the inclusion in the report of the incident which occurred in Apex Drive on 7th December 2014. I think it's inclusion is misleading and, as my wife and I were in attendance right from the beginning, not entirely accurate. My wife saw the young girls entering Apex Drive from the Mychett/Ash Vale direction as she returned home from work. They did not come from the town centre where Aryana Express is sited. A neighbour called the police as we were concerned about the state of the girls. We had spoken to one of the girl's mother who gave us some useful information as to her daughters' ADHD condition. When the police arrived they were not at all concerned as to what information we had to offer. They did take a note of our house number but nothing else. We were not contacted after this.

As I had already said in our conversation Councillor Sams, I think the inclusion of this incident could sway opinion if it were thought that this was linked in anyway to the secret shopper exercise on the 17th December 2014.

The reason I feel strongly about this is my sense of duty to avoid an infringement of justice. I am not making any comment on the secret shopper exercise.

I also spoke to Derek Seekings, Licencing Officer, at Surrey Heath to express my concerns, which is why I have copied him into this news letter. I know you said you would try to see him as you were going to the council offices.

Thank you both very much for your time.

Yours Sincerely,

James Petter