

## Appendix D

Dear Sirs,

I am Mr Nallaikumaran Sivarajah, Postmaster and owner of Gillingham Post Office and Wards News (53 High street, Gillingham, ME7 1BQ).

I recently applied for a full variation of the premises licence. I would like to clarify that the current licence authorises licensable activities from Monday to Saturday between 08:00 and 17:30, which was incorrectly stated in your letter.

I am only requesting a modest extension of 2.5 hours, as the business intends to operate from 08:00 to 20:00.

We are one of the busiest Post Offices in the Kent region and provide a full range of services for local residents and businesses. Many of our customers have requested extended opening hours because they work during office hours and struggle to access our services before 17:30.

In April 2026, I joined one of the UK's leading supermarket groups, Parfett's (Go Local Extra). I have invested more than £100,000 in refurbishments to meet their required standards, and the store is due to launch on 26 May 2026.

The supermarket will operate similarly to Tesco Express and Sainsbury's Local, providing significant benefits to local residents through improved convenience and promotional offers.

The store will sell groceries, confectionery, chilled food, frozen food, soft drinks, alcohol, tobacco, stationery, snacks, and other everyday essentials.

From 26 May 2026, the supermarket will operate during the following hours:

Monday to Saturday: 08:00 to 20:00

Sunday: 10:00 to 18:00

However, the current premises licence only permits licensable activities until 17:30.

If the variation is not granted until 20:00, we would be unable to operate the supermarket properly after 17:30. This would create confusion, inconvenience, and potential arguments with customers if the premises remains open but alcohol sales must stop at 17:30.

I have also recruited additional staff and provided training to support the extended opening hours. It would be extremely difficult to terminate these employees if the variation is refused.

I have carefully reviewed the concerns raised by Kent Police and Public Health. I can confirm that this premises has been selling alcohol for the past four years without any incidents of crime, disorder, or complaints connected to the business. We have always operated responsibly and ensured that all staff strictly follow licensing rules and regulations.

I can further confirm that the premises will continue to operate in accordance with the licensing objectives and will strictly implement the following measures:

Comprehensive CCTV system retaining images for 28 days;

Staff training on licensing responsibilities;

Refusal register maintained and regularly reviewed;

Reporting of incidents to the Police;

Zero-tolerance policy towards antisocial behaviour, theft, and disorder;

Clear signage regarding CCTV, proxy sales, and respect for neighbours;

Challenge 25 policy in operation at all times.

I would be very grateful if you could reconsider your decision and support this reasonable application, which will benefit both local residents and the wider community.

Thank you for your consideration.

Yours faithfully,

Mr Nallaikumaran Sivarajah

Postmaster / Owner of Wards News

Wards News & Gillingham Post Office