

Dear sir or madam,

I would like to address the points which have been made on the complaints.

The parking that surrounds the coffee shop have no limit nor do they state who is allowed to park. The side parking on spa close has never been blocked nor been used by my customers. Whenever the residents parking has been blocked they do go shop to shop to check who has blocked and never has been ourself. We do have the gate access on spa close which has been provided to us by the Lanlord as it's used for deliveries by our shop.

Regarding the parking in front of our shop it has never been blocked by us nor our customers you will be able to see images taken by myself and I can provide cctv footage if requested which shows the area and shows who parks and who blocks the entry points and exit points. There is 4 shops on this side of the road and that parking is used by all 4 shops and customers which I do not understand why my shop is being accused of all of these accusations. As a shop owner I am also a resident of one of the flats upstairs which I have been made aware from my Lanlord I am allowed to park on the designated spaces. You can check on the council tax roll from yourself that my name is on the flats upstairs. It was stated that we as a coffee shop block entrances so I would more than happily provide cctv footage for this situation.

Regarding fly tipping, we are the only shop that sweeps the road and keeps the outside area clean and tidy. Which it can be provided we always pick up any litter that is also left from any neighbour.

I would like to know who this young female resident that has made such a comment is. We have previously had altercation with the hairdresser and her worker in which her worker has accused my customer of speaking and looking at her I have also the cctv footage that this was not the case. Where ever you go there is men and women. It's not fair to say that they are intimidating as this is the same thing that would happen to any women walking past some workers on construction site in which that would be discriminatory. There is two footpaths at any point any one has had any problem or feel intimidated they would walk on the other part but this certain individuals continues to walk past them. She is not a resident she is a worker for a shop. If there was any problems they could approach me and see if there was anything I could do as a women myself. But that has not been addressed to me. I cannot advised my customers to not stay outside or not look at anyone.

Any further evidence can be provided by myself when requested













On the picture my car is red car, the Audi and Range Rover evoque is blocking the forecourt. Both owner and customer from hairdresser.

