

# APPENDIX 8

**From:** [Kasia Wozniak](#)  
**To:** [Tania Jardim](#)  
**Subject:** Responses to the objections to the application for premises licence Gaja 360 Charminster Road  
**Date:** 22 November 2023 19:16:17  
**Attachments:** [REDACTED]  
[Response to Angela Sheppard.docx](#)  
[Response to Rebecca Sheppard.docx](#)  
[Response to Nertil Bala.docx](#)  
[Response to everyone from the survey.docx](#)

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Dear Tania,  
Hope this e-mail finds you well.

Apologies for a late response to your e-mails in regards to the objections that were made to my licence application for Gaja 360 Charminster Road.

I took that time to carefully read through all of them and I managed to respond to every one of them.

There was 4 direct objections. 3 made by the Sheppards family (I'm assuming they are a family as they all have the same surname). 1 was made by Nertil Bala.

To [REDACTED] I wrote a text message asking for his e-mail address. He responded immediately providing me his e-mail address. I have wrote him an e-mail and a letter will be posted to his address tomorrow. I haven't receive a response yet. Please find attached my response to his objection.

To Mrs Angela Sheppard I wrote an e-mail and a letter will be posted to her address tomorrow. I haven't receive a response yet. Please find attached my response to her objection.

To Rebecca Sheppard I only wrote a letter which will be posted to the address provided tomorrow as there was no e-mail address provided with her objection. Please find attached my response to her objection.

To Nertil Bala I wrote an e-mail. Please find attached my response to the objection.  
Few days ago I have received a response from Nertil Bala. I will send you that in a separate e-mail.

To all people that signed the survey attached to the objection by Rebecca Sheppard I wrote an e-mail and to everyone who provided their address a letter will be posted tomorrow as well. I received few responses which I will attach to the separate e-mail. Please find attached proof of all e-mails sent and the letters I wrote as well. Please note content of the letter is exactly the same like in the e-mail. Sometimes people don't monitor their e-mail addresses and I wanted to make sure everyone will receive my response to their objection. Everyone from the survey received exactly the same e-mail and letter, please find attached.

Seeing as a live music has been a big concern for most of the objections, I would like to remove that from my application. Is that something I can do ?  
Please advise.

Looking forward to hear from you.

Kindest regards,  
Kasia Wozniak

Dear Angela Sheppard,

Hope this letter finds you well.

My name is Kasia and I'm the new tenant at 360 Charminster Road.

I've received your appeal against my application at 360 Charminster Road. Thank you so much for raising very important points. I would like to respond to your concerns please see below.

I've copied and pasted your appeal as I wouldn't want to miss any of the crucial points that you raised.

Before I get to that I will give you a quick run down of myself and my plans regarding the above property. I'm hoping at the end you will see the benefits of Gaja in the community.

I've worked in customer service industry for the past 10 years. I owned a very successful restaurant in London before and I currently run other businesses as well. I sold the restaurant as we were relocating to Bournemouth.

I'm currently working for British Airways as cabin crew and I'm fully trained in health and safety, customer service and dealing with difficult and unruly customers. Due to my love for being in the restaurant industry, I was looking for the last 3 years for the perfect venue for me to create something that is not available in the area which I had before.

When I found 'First and Last' bar I envisioned this to be a cosy and romantic restaurant. I felt that this will be a project ideal for me to convert. I began my project by surveying the area and visiting current bars and restaurants in close proximity to get a feel what people liked. I discovered that what I wanted to offer is what people and the area needed. Some said a nice place with little later opening time is needed in the area, others said somewhere where couples can go on date nights, some said a place where we can have nice dining experience as the general consensus is that the area has nothing.

Combining with what people have said we decided to take over the 'First and Last' bar and make necessary changes and applications. When we got the place, we realised it was in a very bad condition. In order to make nice dining environment we had to change the whole shop front and interior décor to make it look more attractive and safer. The place has had a complete makeover to show an elegant restaurant in the area. We have no intention of running it as a pub and the décor reflects that. I applied for a new premises licence as the previous licence was a bar only and my application is for a restaurant. Upon making the application we were contacted by Dorset Police who objected to 2:00am licence. I have taken their suggestion onboard, and we agreed on more restaurant like opening hours. For now, we are planning to open Gaja in the evenings only from 5:00pm to 11:00pm with last sale of alcohol at 10:30pm. From my experience these are normal restaurant opening hours which gives people enough time to have a nice and relaxed dining

experience without being rushed. I personally believe that restaurant of this calibre will be beneficial to the area welcoming all residents and their families.

There are not many places in the area where families with children can go for a nice meal. I'm a very family orientated person and this was a crucial point for me. Our selection of alcoholic beverages is not for pub goers. We have removed all beer taps and returned them to the brewery. We removed canned beers from the menu as well as we feel this was and it will attract a wrong crowd to the place. Instead, we will have a nice selection of wines and cocktails that will enhance customers dining experience.

In regard to the live music our intention was to have a mobile pianist, guitarist or violinist to play background music while people enjoy their meal. Please note that having a live band was never our intension as this will not suit the place. Seeing live music being as one of your concerns we are going to remove live music from our application.

Although your objection is addressed to the council, I would like you to know that I'm 100% committed to the wellbeing of all families and children in the area.

I welcome you and your family to work with me to ensure that the area gets a nice dining restaurant that it desperately needs and not another drinking establishment only.

I hope you can see my vision and understand that your experiences in the past with bad management and inexperienced business operatives won't be repeated.

I believe that Gaja will bring a lot to the community if given a chance.

My telephone number is: [REDACTED]

My e-mail address is: [REDACTED]

I welcome you and your family to visit us at any time to come and see what we are doing and trying to achieve at Gaja.

Please see my responses below in red to your appeal.

ANGELA SHEPPAD. [REDACTED] RICHMOND PARK AVE. BH8 9DP

[REDACTED]

TO WHOM EVER IT MAY CONCERN

I am writing to express my deep concern and objection to the proposed extended license for 360 Charminster Road. My objection is based on the detrimental impact that such an extension would have on the residents, particularly the families residing in close proximity to the establishment.

**Please note that we have withdrawn the extended licence. The wellbeing of the residents and the families is our primary concern.**

The primary issue at hand is the significant disturbance caused by the inherent lack of soundproofing in the 1930s family residences surrounding the premises. The noise pollution resulting from live music and disorderly conduct poses a genuine threat to the well-being of the residents, especially children who are susceptible to the adverse effects of such disturbances.

**Seeing your concerns to noise pollution caused by live music we have removed that from our application. In our application for live music, we intended that to be of a solo violinist, guitarist or saxophonist playing background music for seated diners. Live bands were never our intension as this will not suit the venue, theme and décor.**

The confined space of 425 square meters amplifies the impact of live and amplified music, creating a situation where even 'permitted' decibel levels are disruptive to those living nearby. Furthermore, the opening and closing of doors, as well as the presence of smoking patrons, contribute to the noise escaping the premises, causing additional disturbances for nearby residents.

**I agree the venue is too small for live music hence our decision to run a restaurant and not a drinking establishment only.**

**When we took over the premises, we have discovered that the old shop front was not soundproofed, the door was hanging and the entire frame of the front shop window was damaged. This was what was letting out any noise. We have since changed the whole shop front to**

**the brand new one with soft close doors to keep any noise inside the premises. We have also moved the door to the furthest so to help with the foot traffic of diners.**

**I agree people tend to smoke more when they drink alcohol, but you will find this is not the case in the restaurants as people come to dine and not to drink only.**

**People in restaurants focus mainly on eating rather than drinking. Being a licence holder, we have a moral and legal duty to ensure people on the premises are safe and we create a respectful environment to our neighbours. My team and I are trained to monitor these sorts of situations eliminating all noise levels.**

Having experienced firsthand the negative consequences of the existing license during the stated hours up to 11pm, I am deeply concerned about the potential exacerbation of these issues with the proposed extension. Children in the vicinity, including my own grandson, have already suffered from disrupted sleep and exposure to disorderly conduct resulting from the current license. It is distressing to witness a five-year-old being unable to utilize his own bedroom due to the intrusion of loud music and rowdy behavior.

**I sympathise with your past experience, and it deeply saddens me that your grandson suffered from such a disruptions. As a family person nothing is more important to me than a child's wellbeing.**

**I hope you addressed these issues with a previous owner, as this is unacceptable business etiquette and a sign of bad management. As Gaja will be a fine dining restaurant we will not be having a late license and loud music that could cause rowdy behaviour. Gaja will be offering elegant dining in a relaxed atmosphere focusing on our cuisine.**

I firmly believe that live music should not be permitted within such close proximity to family homes, as it significantly impinges on the quality of life for residents. The adverse effects on children, both immediate and cumulative, are a cause for great concern. The extension of the license would only serve to perpetuate these disturbances, and I implore you to reconsider the implications for the local community.

**I completely agree with you that the venue playing live music that will disturb residents peaceful living is not needed in the area. Please note that this is not our intension as mentioned before. It saddens me that my intensions have been misinterpreted but I'm hoping that my responses will bring you some clarity as to what we will be bringing to the community and their families.**

On viewing the original license it repeatedly addresses the impact on the local community,

this has FAILED. The evidence from many residents that have written to you proves this.  
Therefore I strongly believe that any license should be WITHDRAWN.

**We have taken all the residents' complaints very seriously hence we are not going to have a late licence and live music as our focus will be on sale of food accompanied by nice alcoholic beverages.**

**We have removed all beer taps and canned alcoholic drinks that were served in the 'First and Last' bar before which we believe attracted wrong crowd. Instead we added to our drinks menu selection of nice wines and cocktails which will enhance customers dining experience.**

In the interest of preserving a peaceful and family-friendly environment, I respectfully request that the extended license for 360 Charminster Road be denied. Our local children deserve to grow up without the constant disruption caused by disorderly conduct and excessive noise. I appreciate your attention to this matter and trust that you will give due consideration to the well-being of the community.

**I understand the previous business has left a bad taste in regard to bad behaviour and excessive noise but that's what comes from selling cheap and canned beers.**

**As mentioned before Gaja will be run as an elegant restaurant bringing value to the area. Our restaurant will be a family orientated place serving the community and their guests.**

**Please feel free if you need to enquire anything on our operational procedures and day to day running. We want to feel part of this community and we are prepared to work alongside everyone to help create a safe, clean working environment.**

Thank you for your time and understanding.

Sincerely,

Mrs Angela Sheppard

Looking forward to hearing from you.

Kindest regards,

Dear Rebecca Sheppard,

Hope this letter finds you well.

My name is Kasia and I'm the new tenant at 360 Charminster Road.

I've received your appeal against my application at 360 Charminster Road. Thank you so much for raising very important points. I would like to respond to your concerns please see below.

I've copied and pasted your appeal as I wouldn't want to miss any of the crucial points that you raised.

Before I get to that I will give you a quick run down of myself and my plans in regard to the above property. I'm hoping at the end you will see the benefits of Gaja in the community.

I've worked in customer service industry for the past 10 years. I owned a very successful restaurant in London before and I currently run other businesses as well. I sold the restaurant as we were relocating to Bournemouth.

I'm currently working for British Airways as cabin crew and I'm fully trained in health and safety, customer service and dealing with difficult and unruly customers. Due to my love for being in the restaurant industry, I was looking for the last 3 years for the perfect venue for me to create something that is not available in the area which I had before.

When I found 'First and Last' bar I envisioned this to be a cosy and romantic restaurant. I felt that this will be a project ideal for me to convert. I began my project by surveying the area and visiting current bars and restaurants in close proximity to get a feel what people liked. I discovered that what I wanted to offer is what people and the area needed. Some said a nice place with little later opening time is needed in the area, others said somewhere where couples can go on date nights, some said a place where we can have nice dining experience as the general consensus is that the area has nothing.

Combining with what people have said we decided to take over the 'First and Last' bar and make necessary changes and applications. When we got the place, we realised it was in a very bad condition. In order to make nice dining environment we had to change the whole shop front and interior décor to make it look more attractive and safer. The place has had a complete makeover to show an elegant restaurant in the area. We have no intention of running it as a pub and the décor reflects that. I applied for a new premises licence as the previous licence was a bar only and my application is for a restaurant. Upon making the application we were contacted by Dorset Police who objected to 2:00am licence. I have taken their suggestion onboard, and we agreed on more restaurant like opening hours. For now we are planning to open Gaja in the evenings only from 5:00pm to 11:00pm with last sale of alcohol at 10:30pm. From my experience these are normal restaurant opening hours which gives people enough time to have a nice and relaxed dining

experience without being rushed. I personally believe that restaurant of this calibre will be beneficial to the area welcoming all residents and their families.

There is not many places in the area where families with children can go for a nice meal. I'm a very family orientated person and this was a crucial point for me. Our selection of alcoholic beverages is not for pub goers. We have removed all beer taps and returned them to the brewery. We removed canned beers from the menu as well as we feel this was and it will attract a wrong crowd to the place. Instead, we will have a nice selection of wines and cocktails that will enhance customers dining experience.

In regards to the live music our intention was to have a mobile pianist, guitarist or violinist to play background music while people enjoy their meal. Please note that having a live band was never our intension as this will not suit the place. Seeing live music being as one of your concerns we are going to remove live music from our application.

Although your objection is addressed to the council I would like you to know that I'm 100% committed to the wellbeing of all families and children in the area.

I welcome you and your family to work with me to ensure that the area gets a nice dining restaurant that it desperately needs and not another drinking establishment only.

I hope you can see my vision and understand that your experiences in the past with bad management and inexperienced business operatives won't be repeated.

I believe that Gaja will bring a lot to the community if given a chance.

My telephone number is: [REDACTED]

My e-mail address is: [REDACTED]

I welcome you and your family to visit us at anytime to come and see what we are doing and trying to achieve at Gaja.

**Please see my responses below in red to your appeal.**

Dear whom this may concern:



Subject: Appeal Against Premises Licence Application Ref: [Gaja 360 Charminster Road,  
BH8 9RX]

I am writing to appeal the decision regarding the premises licence application referenced above. My primary concern is centred on the potential increase in crime and disorder that granting this licence could bring about, particularly due to past issues experienced when the premises previously operated as 'First and Last sip'. I would like to bring to your attention the adverse effects the previous establishment had on our residential community. The former patrons of 'First and Last sip' often congregated on the wall outside our residential building, leading to disturbances such as individuals becoming intoxicated and loitering around our premises, creating an unsafe environment. This resulted in instances where inebriated patrons attempted to access our flats and even sought to sleep and urinate in the corridors, posing a risk to our residents and especially the children living in our community.

**When we enquired about the above property our primary concern was the history of the current trading business. We spoke to the previous owner, and he never mentioned any of the above. When I received your objection, I called the previous owner to confirm if there were any issues like this, he responded saying there was no issues, and no one ever brought this to his attention and there were not even any police incidents. I'm shocked to hear of this. The last thing we need is to encourage any of this behaviour by the public. I understand your concern in relation to this being a drinking establishment only. We have no intention of running this as a drinking establishment only. Our intention is to run this as an elegant, fine dining restaurant. We have completely changed the décor to reflect this. We have removed all beer taps and canned beers that were in the place previously as we believe this was drawing a wrong crowd. Instead, we added to the menu nice selection of wines and cocktails that will enhance customer dining experience. I'm confident that running this as a restaurant you will not find people congregating and loitering anywhere outside creating an unsafe environment. If this was being run as a pub/drinking establishment only selling cheap beers on tap you most probably will experience this, as this is going to be an elegant dining restaurant with a focus on high quality food, excellent service and dining atmosphere it's very unlikely we will attract this kind of behaviour.**

As a resident who has experienced the disruptive effects firsthand, I can attest that even without live music, the noise emanating from the bar made it challenging for children to sleep. Granting a licence until 11pm as stated in the current application, would

exacerbate these disturbances and directly impact the quality of life for the families living in our vicinity. Live music is totally inappropriate for a venue of this size and it's position next to so many residential properties. All these buildings were built in the 1930's and were not designed to be sound proofed for live music or music of any kind. If this type of establishment is to be approved and opened then they should have to pay for the properties surrounding to be sound proofed from their noise.

**I must sympathise with your previous experience with the noise disturbances. This boils down to bad management, lack of experience and expertise running a business. As a personal licence holder your core responsibility is to ensure safe, tolerant drinking establishment for all inside and any neighbouring persons. Please note that when we applied for a live music, we never had an intension for live bands as this will not suit the venue. Our impression of live music was to be a solo violinist, guitarist or saxophonist playing background music while people are dining. Seeing that any form of live music is your big concern we will remove live music from our application. Hope this is satisfactory.**

This area of Charminster is not characterised by bars like in the other end of Charminster, this type of establishment would be far better suited to that area. This area of Charminster is predominantly residential so the noise disturbance will greatly impact the lives of the neighbourhood including mine. It is my sincere hope that these concerns are taken into consideration during the review of this appeal. I implore the licensing authority to weigh the potential risks and the historical issues associated with the previous operation of the premises in question.

**I agree that this part of Charminster doesn't need another bar disturbing the residents. That is why we are opening a restaurant which is for the residents and their families as the area needs a nice fine dining restaurant. I'm highly confused how some of the residents including yourself have got an impression we are opening a bar. Please let me know whenever you are free I would like to invite you and your family to have a look at what we have done so far and what our plans are for the future. I personally believe a place like this will enhance the area and create something good for the community.**

There has also been a survey of residents which I attach, this includes all their contact details and their disapproval with the application,

**We have contacted everyone from the survey to explain our intentions and plans for the above property. If anyone didn't receive our response, please feel free to pass them my details. I'm a very approachable person so if there is anything you or anyone from the survey may need, please don't hesitate to contact me.**

Thank you for your attention to this matter.

Kind regards,

Rebecca Sheppard

 Cecil Court, BH8 9R

Looking forward to hear from you.

Kindest regards

Kasia Wozniak

If you have any questions or concerns please don't hesitate to contact me.

# Response to Nertil Bala.

Hello Mr Bala,

Hope this e-mail finds you well.

My name is Kasia and I'm the new tenant at 360 Charminster Road.

I've received your appeal against my application at 360 Charminster Road. Thank you so much for raising very important points. I would like to respond to your concerns please see below.

I've copied and pasted your appeal as I wouldn't want to miss any of the crucial points that you raised.

Before I get to that I will give you a quick run down of myself and my plans in regards to the above property. I'm hoping at the end you will see the benefits of Gaja in the community.

I've worked in customer service industry for the past 10 years. I owned a very successful restaurant in London before and I currently run other businesses as well. I sold the restaurant as we were relocating to Bournemouth.

I'm currently working for British Airways as cabin crew and I'm fully trained in health and safety, customer service and dealing with difficult and unruly customers. Due to my love for being in the restaurant industry, I was looking for the last 3 years for the perfect venue for me to create something that is not available in the area which I had before. When I found 'First and Last' bar I envisioned this to be a cosy and romantic restaurant. I felt that this will be a project ideal for me to convert. I began my project by surveying the area and visiting current bars and restaurants in close proximity to get a feel what people liked. I discovered that what I wanted to offer is what people and the area needed. Some said a nice place with little later opening time is needed in the area, others said somewhere where couples can go on dates nights, some said a place where we can have nice dining experience as the general consensus is that the area has nothing. Combining with what people have said we decided to take over the 'First and Last' bar and make necessary changes and applications. When we got the place, we realised it was in a very bad condition. In order to make nice dining environment we had to change the whole shop front and interior décor to make it look more attractive and safe. The place has had a complete makeover to show an elegant restaurant in the area. We had no intention of running it as a pub as that is what all the residents said they don't need and the décor reflects that. I applied for a new premises licence as the previous licence was a bar only and my application is for a restaurant. Upon making the application we were contacted by Dorset Police who objected to 2:00am licence. I have taken their suggestion onboard and we agreed on more restaurant like opening hours. For

now we are planning to open Gaja in the evenings only from 5:00pm to 11:00pm with last sale of alcohol at 10:30pm. From my experience these are normal restaurant opening hours which gives people enough time to have a nice and relaxed dining experience. I personally believe that restaurant of this calibre will be beneficial to the area welcoming all residents and their families. There is not many places in the area where families with children can go for a nice meal. I'm a very family orientated person and this was a crucial point for me. Our selection of alcoholic beverages is not for pub goers. We have removed all beer taps and returned them to the brewery a while ago and canned beers from the menu as we feel this was and it will attract a wrong crowd to the place. Instead, we will have a nice selection of wines and cocktails that will enhance customers dining experience.

I hope you can see my vision and understand that your experiences in the past with bad management and inexperienced business operatives won't be repeated.

I believe that Gaja will bring a lot to the community if given a chance.

My telephone number is: [REDACTED]

My e-mail address is: [REDACTED]

I welcome you to visit us at anytime to come and see what we are doing and trying to achieve at Gaja.

If you have any questions or concerns please don't hesitate to contact me.

**Please see my responses below in red to your appeal.**

Nertil Bala

[REDACTED] Cecil Court

Charminster Road

BH8 9RY

I am writing in regards to new bar opening on 360 Charninster Road BH8 9RY.

I would like to object to their late opening times until 2am.

Many thanks for your objection here. Please note that we are not a bar and we are going to be a restaurant for elegant dining.

We have been in talks with Dorset Police and we withdrawn our 2:00am application. We have decided that this is not suitable closing time for a restaurant.

We will stay with closing time at 11:00pm with last sale of alcohol at 10:30pm.

I hope this is satisfactory for you.

When First and Last took over they had live music until 23:00 hour and we leave on Flat 4 Cecil Court the noise was so loud that my kids had to wake crying and asking what is so noisy.

I'm sorry you experienced that. That is definitely not an environment for children to grow up in.

If this your concern, we will remove live music from our licence application.

We are all family's on the block with kids. Outside people always smoking, shouting and using bad language.

You will not have this experience anymore as Gaja will be a restaurant not drinking establishment only and people who go to the restaurants don't stand outside as they are coming to the place to eat. We have also removed the outside tables and chairs.

I believe that extending after the original time that The First and Last had it would cause loads of noise and problems for everyone in this neighbourhood, specially the flats that are attached to the premises.

We are in agreement and we have withdrawn our late licence application.

I am appealing against the late opening hours.

Would like for all to consider on the same way as if you were leaving next to noisy venue.

Kind regards,

Nertil Bala

Although this is addressed to the council I would like you to know that I'm 100% committed to the wellbeing of all families and children in the area. I welcome you and your family to

work with me to ensure that the area gets a nice dining restaurant that it desperately needs and not another drinking establishment only.

I would like to invite you and your family to come and have a look at what we are trying to accomplish and the progress we have made so far, I hope after this you will have a change of heart.

Kindest regards,

Kasia Wozniak.

Dear Mr/Mrs,

Hope this letter finds you well.

My name is Kasia and I'm the new tenant at 360 Charminster Road.

I've received your appeal against my application at 360 Charminster Road. Thank you so much for making me aware of your concerns.

I will give you a quick introduction of myself and my plans in regards to the above property. I'm hoping at the end you will see the benefits of Gaja in the community.

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There is not many places in the area where families with children can go for a nice meal. I'm a very family orientated person and this was a crucial point for me. Our selection of alcoholic beverages is not for pub goers. We have removed all beer taps and returned them to the brewery. We removed canned beers from the menu as well as we feel this was and it will attract a wrong crowd to the place. Instead, we will have a nice selection of wines and cocktails that will enhance customers dining experience.

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Although your objection is addressed to the council I would like you to know that I'm 100% committed to the wellbeing of all families and children in the area.

I welcome you and your family to work with me to ensure that the area gets a nice dining restaurant that it desperately needs and not another drinking establishment only.

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I believe that Gaja will bring a lot to the community if given a chance.

My telephone number is:



My e-mail address is:



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If you have any questions or concerns please don't hesitate to contact me.

Kindest regards,

Kasia Wozniak