

002

Tonbridge and Malling Borough Council Review of Premises License The Swan West Malling.

[Redacted]
[Redacted]
[Redacted] Licensing Services
[Redacted]

Reply Reply All Forward ...

Fri 14/07/2023 07:54

This sender [Redacted] is from outside your organization.

Dear Sir/Madam,

Reference: Tonbridge and Malling Borough Council Review of Premises License The Swan West Malling.

I write with regards to the Tonbridge and Malling Borough Councils review of Premises License which I understand is being conducted at the moment with regards to The Swan in West Malling where the grounds of the application are The Prevention of Crime and Disorder.

With regards to this review I just wanted to comment that I have frequented The Swan regularly since early 2000 and have seen it grow to the superb business that it is today where it is run by an excellent senior Management team and staff who are all diligent, professional, friendly and deliver the highest levels of customer service consistently making The Swan the hub of West Malling Town.

I have never seen any trouble or unsavoury characters in The Swan due to the strict controls in place and implemented by The Swan team which make it such a delightful establishment to regularly meet from a business and personal perspective.


Hopefully the renewal of The Swans Premises License will be a formality.

Kind regards,

[Redacted]





003

THE SWAN

[REDACTED]
[REDACTED]
To  Licensing Services

Anthony

 This sender [REDACTED] is from outside your organization.

 Reply  Reply All  Forward 

Tue 18/07/2023 08:07

Dears Sirs,

I hope you are well.

I recently saw the sign in the window of the The Swan regards their License review you are currently carrying out.

I have used the The Swan for business and personal pleasure for a number of years now and can state that I have never witnessed or experienced any behaviour that I would consider in appropriate.

I find the drinking and dining experience at the Swan very enjoyable and relaxing and especially my guests from London comment how great it is to have restaurant the quality of the Swan outside of London.

It would be a real shame if a renewal of the license was not permitted as it does provide West Malling and the local area with a high-quality restaurant that would be very hard to replace.

The business has been built up by current management to very high level and as stated I personally cannot see why a renewal would not be granted, as under the current ownership of over 10 years its track record is second to none.

Regards,

[REDACTED]

004

The Swan West Malling

 Reply  Reply All  Forward 

Mon 17/07/2023 20:10

To   Licensing Services

 This sender  is from outside your organization.

Dear Sir/Madam,

We are writing with regards to the Section 51 of the Licensing Act 2023 review being undertaken concerning to the 'Swan' on Swan Street West Malling. I have no real understanding of this matter but was perplexed when reading the words prevention of crime and disorder. I felt obliged to offer my support as a long-standing patron of the establishment. My wife and I have celebrated the majority of our Special Occasions here including our wedding, my 40th and our Son's first Birthdays. It is our restaurant of choice when entertaining family or friends(including their children). In fact, we have been taking our own Son(now nearly seven) and now known to staff since he was a baby. Inbrief, and if it benefits in any way, I have never felt so welcome and equally important safe, especially as a parent in any venue. I simply wouldnt frequent it if, in any way I had concerns with regards to crime and disorder. I do hope my views are noted, as I'm sure it will be the opinion of many locals and indeed those that travel purposely due to it's good name and standing.

Kind regards



005

The Swan West Malling

Reply Reply All Forward ...

Thu 13/07/2023 19:11

To [Redacted] Licensing Services

Anthony

This sender [Redacted] is from outside your organization.

Dear Council Members,

I am writing to you today to express my support for The Swan Restaurant in West Malling. I have been a regular customer of The Swan for many years, and I have always been impressed with the quality of the food, the service, and the atmosphere. I have never experienced or seen any element of crime or disorder associated with this premises at any level.

The Swan is an exceptional business that has been in West Malling for many years. They are committed to providing their customers with the best possible dining experience, and they have a long history of supporting the local community and local charities.

In recent years, The Swan has faced some challenges. The COVID-19 pandemic has been particularly difficult for the restaurant industry, and The Swan has not been immune to the challenges. However, they have persevered and have continued to provide their customers with the same high level of service and quality and I believe they would not have achieved such huge success without the support of the local community.

The Swan is a hugely important asset to West Malling and to surrounding local businesses. I myself regularly use The Swan for both business and pleasure as It's a perfect venue for family events and for various sales and customer events for my business. It's also perfect for making quality local business connections. They provide a unique dining experience that cannot be found anywhere else in the area.

I urge you to approve The Swan's License under Section 51 of the Licensing Act 2003. This will allow them to continue to provide their customers with the best possible dining experience and support the local community.

I am confident that The Swan will take all necessary steps to prevent crime and disorder in the area. They have a proven track record of responsible management, and they have a clear commitment to the safety of their customers and staff.

Thank you for your time and consideration.

Yours Sincerely,

[Redacted Signature]

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006

The Swan License Review

[Redacted]
[Redacted]
[Redacted] to [Redacted] Licensing Services; [Redacted]

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Mon 17/07/2023 11:38

 This sender [Redacted] is from outside your organization.

Dear Sirs

We are writing in relation to the current license review for The Swan in West Malling.

We have been regular customers at the Swan for the last ten years and they recently hosted our 25th Wedding Anniversary party. We have celebrated many other occasions here with our family and friends. We also use the facilities to hold business meetings and entertain clients.

We have never once encountered any disorderly conduct. The staff work hard to create a warm and welcoming environment that appeals to all ages.

They work together as one big family and the result is a beautiful environment with delicious food, great service and a friendly atmosphere. The Swan is an integral part of our community. They are always donating raffle prizes to local schools and helping out local charities.

If you have any questions please feel free to contact us.

Kind Regards

[Redacted]

007

The Swan - Swan Street - West Malling

[Redacted]
[Redacted]
To [Redacted] Licensing Services

Reply Reply All Forward ...

Fri 14/07/2023 11:41

 This sender [Redacted] is from outside your organization.

 We removed extra line breaks from this message.

To Whom it May Concern

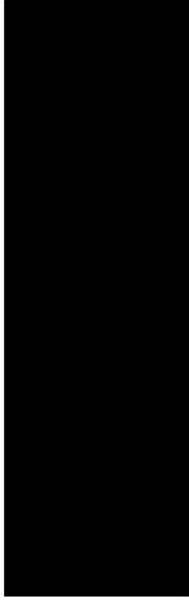
On relocating 15years from Chislehurst to Kings Hill to be near my family. The Swan was one of the first places that I went too. I visited on that first day on my own where I was made to feel so very welcome. Because of this I still go there once or twice a week and nothing is too much trouble for them. Nick and Daryl always have time for a chat and the rest of the staff always make me feel relaxed.

I take my 5 Grandchildren on a regular basis to spend quality time with them, they in turn visit The Swan with their friends and always enjoy themselves.

Regards

[Redacted]

Sent from my iPhone



Licensing Services
Tonbridge & Malling Borough Council
Gibson Building
Gibson Drive
Kings Hill
West Malling
ME19 4LZ

14th July 2023

Sent via email - Licensing.services@tmbc.gov.uk

Dear Sir/Madam,

RE: The Swan, West Malling

I am writing this letter to express my wholehearted support for our neighbours, The Swan, in their application to renew their license with the Licencing Services Team. As a reputable and well-respected business within West Malling, The Swan has made significant contributions to our community, both as a thriving establishment and as a vital supporter of local businesses and charities.

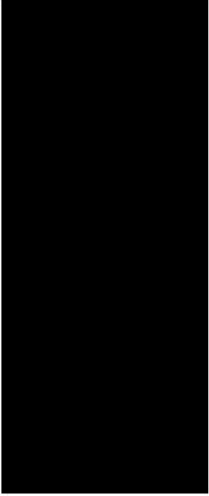
One aspect that sets The Swan apart is their unwavering commitment to supporting other local businesses and charities. Their collaboration with our partnered charity, Spadework based in Offham, is a testament to their dedication to making a positive impact on the community. The Swan has consistently provided support, not only in terms of fundraising but also by offering their facilities for various events and activities. Their active involvement in such initiatives demonstrates their genuine concern for the welfare and development of our community.

The Swan's proactive approach in managing their establishment is commendable. By focusing on the restaurant aspect of their business rather than the bar, they have successfully done their part to reduce antisocial behaviour in the area. This emphasis on a sophisticated setup that caters to dining experiences has not only contributed to a more pleasant atmosphere for patrons but has also fostered a safe and welcoming environment for the entire community.

Furthermore, as a fellow business in West Malling, I have personally witnessed the positive impact of The Swan on our local economy and networking opportunities. They have been instrumental in facilitating business connections and networking events, allowing us to forge valuable relationships and grow our enterprises. I know they also provide a meeting place for the West Malling Business Owners to hold their monthly networking events too. Moreover, we are excited to be hosting a Charity Auction for Spadework in September, and The Swan's support in terms of both facilities and fundraising has been invaluable. Their commitment to promoting local businesses and charities has been a significant catalyst for our collective success.

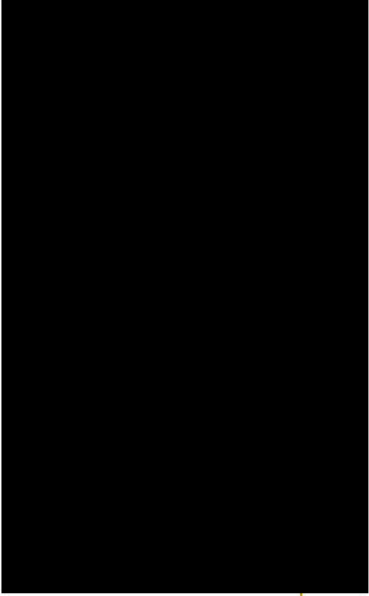
In conclusion, I wholeheartedly support The Swan's application for license renewal. Their status as a unique and irreplaceable restaurant within our community cannot be overstated.





Their unwavering support for local businesses and charities, their efforts to reduce antisocial behaviour, and their role as a hub for networking and community events make them an indispensable asset to West Malling.

I kindly request the Licencing Services Team to consider this letter of support in the evaluation of The Swan's license renewal application. Should you require any further information or clarification, please do not hesitate to contact me. Thank you for your attention to this matter.



Fernham Homes (Kent) Limited, Brook House, 43 Swan Street, West Malling, ME19 6HF

T: 01732 757158 E: Sales@fernham-homes.co.uk www.fernham-homes.co.uk

Registered Office: 68 Grafton Way, London, W1T 5DS Reg No: 04291875 VAT No: 381 3856 76





Licensing Services
Tonbridge & Malling Borough Council
Gibson Building
Gibson Drive
Kings Hill
West Malling
Kent
ME19 4LZ

Date: Friday 14th July 2023

Dear Sir/Madam,

RE: SUPPORT FOR THE SWAN, 35 SWAN STREET, WEST-MALLING, KENT, ME19 6JU

We hope this letter finds you well. We are writing in response to the notice of review concerning the premises license for the establishment, The Swan. We are [REDACTED], [REDACTED] business owners in the West Malling area, and we have known the proprietors of The Swan, Nick and Darryl, for over 12 years.

We can confidently assert that The Swan is a pivotal part of our community. It is not just an establishment that provides exquisite dining experiences, but it is also a beacon of positivity within our local business landscape. It has always been our opinion, one that is shared widely within the community, that The Swan is one of the best restaurants in the area. It consistently attracts customers to West Malling, providing a substantial benefit to all local businesses.

Throughout our association with Nick and Darryl, we have known them to be individuals of integrity and responsibility, always ensuring their business is compliant with regulations and adaptable in changing times. Their conscientious management extends to community projects, in which they play a vital role.

As owners and operators of local businesses ourselves, we understand the significance of maintaining order and preventing crime. We have never observed any behaviour at The Swan that could be associated with crime or disorder. On the contrary, it has always been a place where the community can gather in a friendly atmosphere.

We sincerely hope our letter provides useful insight into the valuable contribution The Swan makes to West Malling. We firmly believe that a positive review of their license would be in the best interest of our community and request your consideration of our support in this matter.

Thank you for your time and consideration.

Yours sincerely,



010

Licence Review - The Swan. 36 Swan Street, West Malling

  Reply  Reply All  Forward 

Fri 14/07/2023 12:41

To: [REDACTED] Licensing Services

Cc: [REDACTED]

 This sender [REDACTED] is from outside your organization.

Good afternoon,

I wanted to write to make representation of positive support for the above business and I would encourage the grant of a premises licence to this superb establishment.

As a young professional who wanted to relocate from central London to lead a more rural and peaceful lifestyle, (my wife, [REDACTED] and I) and I wanted to ensure we relocated to an area that had a sense of community with modern amenities such as good bars, restaurants and a vibrant High St. For my wife and I, upon finding West Malling, The Swan forms the centre of that community and was one of the reasons we chose to locate our life here.

The staff and establishment provide the upmost professional service to West Malling and surrounding areas. We choose to frequent The Swan over other establishments on the High Street due to the discerning clientele that the community focussed establishment welcomes, and the professional, personal and high quality they provide in every element of their operations. The venue provides a haven from many of the other raucous and salubrious establishments on the High Street, where one could argue form the epicentres of any crime and disorder that occur on the High St. I am therefore most surprised that any consideration of The Swan's licence is has arisen. As a resident of West Malling for over 5 years now, I have never witnessed any form of Crime or Disorder associated with this establishment and it must be comparatively stated that this is not the case of some of the other establishments on the High St.

I would therefore like to conclude my email with a positive reinforcing supportive statement that I believe that The Swan is a true credit to West Malling and Tonbridge & Malling and I fully support the Licencing Services to grant the premises licence to this great place.

Please feel free to contact me for any verification or further comment on the above.

Kind Regards,

[REDACTED]

011

The Swan West Malling

[Redacted]
[Redacted]
To: [Redacted] Licensing Services

 Reply Reply All Forward ⋮

Tue 18/07/2023 16:51

 This sender [Redacted] is from outside your organization.

To whom it may concern;

I am a frequent visitor to The Swan, 35 Swan Street, West Malling ME19 6JU and would like to log my support in them continuing as a fabulous dining establishment, that offers a friendly warm welcome to all those that visit.

It is a huge asset to West Malling and is my first thought when wanting to book a venue for a special occasion.

I have lived in West Malling for 30 years and the Town has been enhanced since The Swan re-opened as a fine dining restaurant. Setting high standards to others.

They have my full support.

Yours faithfully

[Redacted]

012

The Swan West Malling

[Redacted]
[Redacted]
To: [Redacted] Licensing Services

  Reply  Reply All  Forward 

Tue 18/07/2023 23:28

 This sender [Redacted] is from outside your organization.

I was really surprised to see that the Swan have their license under review for the prevention of crime and disorder.

I have been a regular customer of the Swan for many years and have always loved the welcoming atmosphere which I feel very safe in .

The Swan is definitely a hub for our community, and is a huge part of West Malling. It also brings lots of people to the area because of its excellent food and reputation. As local businesses we all benefit from their existence.

Kind regards

[Redacted]