

Rārangi Take o Te Komiti Reihana a-Rohe

District Licensing Committee Agenda

Friday 26 July 2024 at 10.00 am
Council Chamber, Albion Street, Hāwera



Ngā Mema o te Komiti / Committee Members



Steffy Mackay
Chairperson



Celine Filbee
Deputy Chairperson



Brian Rook
Councillor



Neil Volzke
Member

Apatono / Delegations

- The District Licensing Committee decides on applications for:
 - New and renewed licences and managers' certificates;
 - Temporary authorities and temporary licences;
 - Variation of licences; and
 - Most enforcement action for special licences

He Karere Haumaruru / Health and Safety Message

In the event of an emergency, please follow the instructions of Council staff.

If there is an earthquake – drop, cover and hold where possible. Please remain where you are until further instruction is given.

He Pānga Whakararu / Conflicts of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as an elected member and any private or other external interest they might have.



Rārangi Agenda

District Licensing Committee

Friday 26 July 2024 10 am

1. **Karakia**
2. **Matakore / Apologies**
3. **Tauākī Whakarika / Declarations of Interest**
4. **Time Schedule**

Time	Schedule	Relevant Appendices
10.00 am	Welcome – District Licensing Committee	
10.10 am	Declaration/Overview - Commissioner	
10.15 am	Presentation of case – Furlong Inn	Appendix 1
10.30 am	Presentation of case - Agencies	Appendix 4
11.00 am	Closing Submissions	
11.15 am	Applicants right of reply	
11.30 am	Final Questions DLC	
12.45 am	Hearing Closes	

Times listed above are subject to change.

5. Appendices

5.1	Appendix 1: Application	Page 8
5.2	Appendix 2: Copies of public notification notices	Page 20
5.3	Appendix 3: Licensing Inspector	Page 21
5.4	Appendix 4: Reports from reporting agencies	Page 26
5.5	Appendix 5: Supplementary Evidence – Applicant	Page 44
5.6	Appendix 6: Supplementary Evidence – Reporting Agencies	Page 70

6. Karakia



Karakia

1. Karakia

Ruruku Timata – Opening Prayer

(Kia ururu mai ā-hauora,
ā-haukaha, ā-hau māia)

Ki runga

Ki raro

Ki roto

Ki waho

Rire rire hau

Paimārire

*(Fill me with vitality)
strength and bravery)*

Above

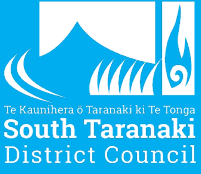
Below

Inwards

Outwards

The winds blow & bind us

Peace be with us.



Matakore Apologies

2. Matakore / Apologies



Ngā Whakaputanga Declarations of Interest

3. Tauākī Whakarika / Declarations of Interest

Notification from elected members of:

- a) Any interests that may create a conflict with their role as an elected member relating to the items of business for this meeting; and
- b) Any interests in items in which they have a direct or indirect pecuniary interest as provided for in the Local Authorities (Members' Interests) Act 1968.

Declarations of Interest: Notification from elected members of: Any interests that may create a conflict with their role as an elected member relating to the items of business for this meeting; and Any interests in items in which they have a direct or indirect pecuniary interest as provided for in the Local Authorities (Members' Interests) Act 1968

Time Schedule

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10.15 am	Opening Submission – Furlong Inn (Applicant)	Appendix 1
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11.00 am	Closing Submissions	
11.15 am	Applicants right of reply	
11.30 am	Final Questions – District Licencing Committee	
11.45 am	Hearing Closes	
Meeting adjourned		
12.00 pm	Deliberations	

The Council has set aside time for members of the public to speak in the public forum at the commencement of each Council, Committee and Community Board meeting (up to 10 minutes per person/organisation) when these meetings are open to the public. Permission of the Mayor or Chairperson is required for any person wishing to speak at the public forum.

Completed sections

Renewal Alcohol Licence request summary

ON licence

South Taranaki District Council

Renewal due date: 17 February 2024

Company name: DEAL BUSTERS LIMITED

ON Licence nature of business: **Tavern**

Agency: South Taranaki District Council
Application number: ALC-860
Submitted date: 26 January 2024
Submitted by: Bhavin Desai
Application status: Submitted
Amount to pay: \$816.50

Applicant details

NZBN:
[9429031216210](https://nzbn.govt.nz/9429031216210)
Company name: DEAL BUSTERS LIMITED
Company type: Private company
Address:
13 Durham Heights, Flagstaff, Hamilton, 3210, NZ

Application contact person

Name: Bhavin Desai
Email address: bhavinkd@gmail.com
Phone number: 0212330244
Preferred method for contact: Email

Type of licence and council details

Your council: South Taranaki District Council
New or renewal application: Renewal
ON Licence

Type of premises: Class 1 restaurant, night club, tavern, adult premises
Endorsements: None

Enforcements: None

Business details

Directors/Shareholders:
Bhavin Kumar Vinodbhai DESAI
Directors' details
Bhavin Kumar Vinodbhai DESAI

Date of birth: 22 March, 1979
Place of Birth: Valsad
Role: Director
Face value of shares held: \$1,000.00

Criminal convictions

Any criminal convictions: No

Capital

Authorised capital: \$1.00
Paid up capital: \$1.00

General nature of business

ON Licence nature of business: **Tavern**

Alcohol principal purpose: Yes
Other goods and services: No
Experience and training:

We have held an on license and seek renewal of the same.

In addition I hold an advanced diploma in hotel management from the Pacific International Hotel Management School (New Plymouth, New

Zealand)

I have in the past managed licensed premises and have held a Duty Managers Licence

Social media

Facebook:
<https://www.facebook.com/thefurlonghawera>
Website:
www.thefurlong.co.nz

ON licence premises details

Existing licence number: 35/On/004/2022
Renewal due date: 17 February 2024
Premises name: The Furlong Motel
Premises address: 256 Waihi Road, Hawera, Hawera, 4610, NZ
Conditional construction work: No

Ownership

Own premises: Yes

Food and beverages

Food registration number: STD000277/1
Mains water access: Yes
Safe drinking water availability: We have free drinking water available at the bar

ON licence amenity and good order

Neighbours

Public and residential neighbours: About 20 residential dwellings within 50m of premises

Music and entertainment

Music equipment and entertainment events: We will host musicians for entertainment purposes.
The premises has been around for over 40 years and has been originally purpose built for bands etc.

Advertising

Advertising details: Social media
Allowed On-premise signage

Conduct

Neighbour complaints or
Police CPO:

One neighbor has complained about noise from an event held by an event organizer on 23 December 2023. we had discussed this with the neighbor prior to organizing the event and had her consent. She has since advised she is not happy with the noise on the night.

We will advise all patrons in the future to keep the sound in line with council requirements

ARLA appearance: No

Licence hours

ON licence hours

Latest hour: 2:00am or earlier
Days and times: Monday to Sunday 8 a.m. to 2:00 a.m.

Public Notice

Publication: Local newspaper - advertise in two separate issues

Your workers

Duty manager appointed: Yes

Manager's details

Manager's name: Bhavin Kumar Vinodbhai Desai
Certificate number: 1
Certificate expiry date: 27 January, 2024

Manager's details

Manager's name: Jatinder Singh
 Certificate number: 1
 Certificate expiry date: 27 January, 2024

Systems and worker training:

I have offered employment to Jatinder Singh, he has an LCQ Certification, he apply for a managers license with STDC and am waiting for an outcome.

I Bhavin Kumar Vinodbhai Desai have applied for a Managers Licence already.

All Staff will be trained to

Host responsibility is based on six key concepts, a responsible host:
 Prevents intoxication.
 Does not serve alcohol to minors.
 Provides and actively promotes low-alcohol and non-alcoholic alternatives.
 Provides and actively promotes substantial food.
 Serves alcohol responsibly or not at all.
 Arranges safe transport options.

Managing prohibited people: All Staff will be trained to








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Promoting responsible alcohol consumption: All Staff will be trained to

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 Arranges safe transport options.

Promoting transport options: We engage with local transport companies to provide transport options
 Advertise safe transport by clearly displaying transport options.
 provision of information about alternative transport arrangements

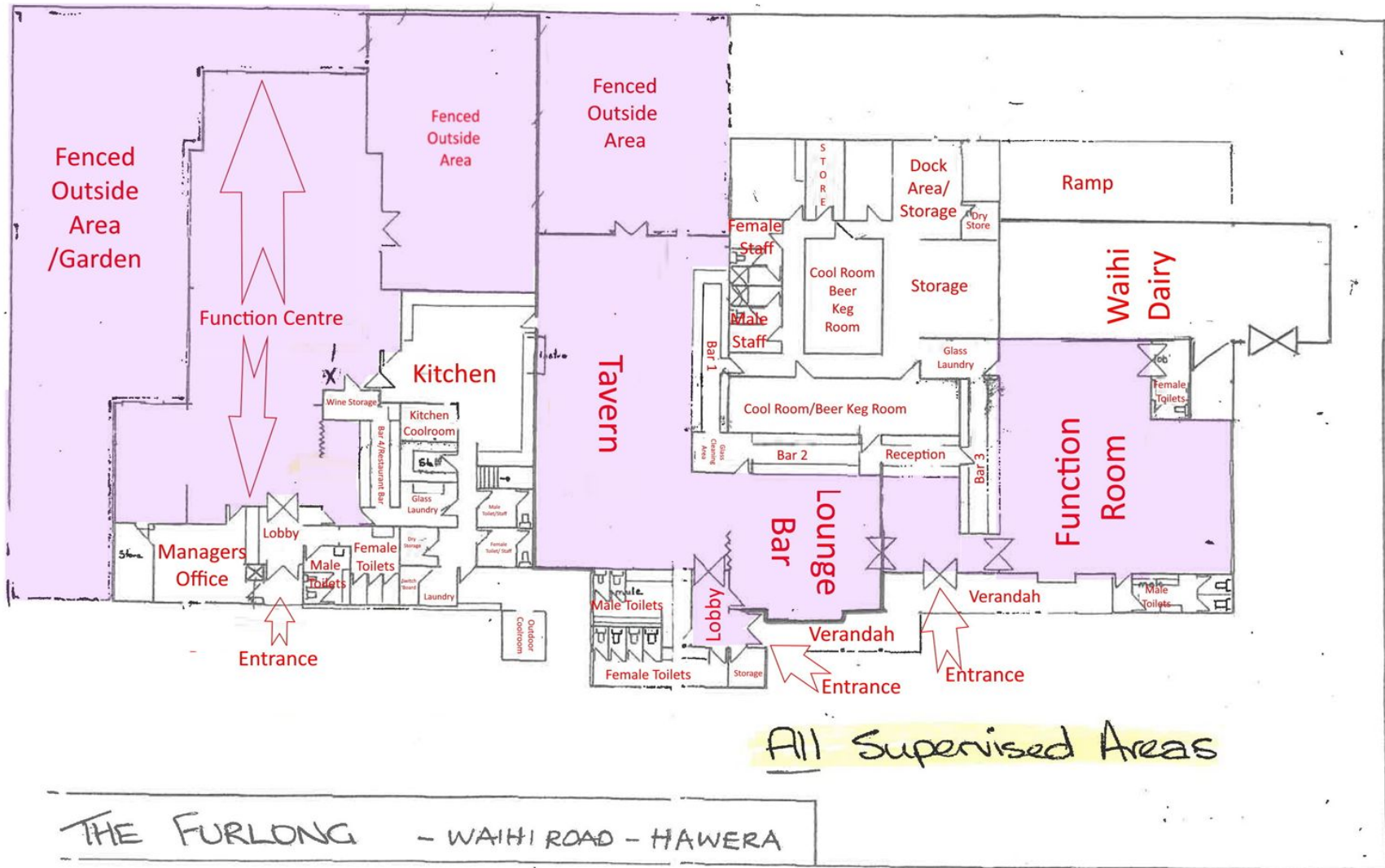
Uploaded documents

Name	File
ON licence floor plan:	 00011111-merged.pdf
Host Responsibility Policy:	 Host-responsibility....pdf
Low and non-alcohol drinks menu:	 Drinks Menu.pdf
Food menu:	 Menu.pdf
Copy of Evacuation Statement:	 Fire Evacuation Scheme Statem
Location Map:	 Map.pdf
Premises Exterior Photo:	 Entrance-merged.pdf

Declaration details

First name: Bhavin
 Last name: Desai
 Role/designation: Director

True I declare the information provided is true and correct and I understand and accept the terms and conditions of this application.



The Furlong Host Responsibility

The management and staff of (the premises) believe we have a responsibility to provide an environment that is not only comfortable and welcoming but where alcohol is served responsibly. Because of this, we have implemented the following Host Responsibility policy.

Customers who are visibly intoxicated will not be served alcohol, will be asked to leave the premises and will be encouraged to take advantage of safe transport options.

It is against the law to serve alcohol to minors. If we are in doubt about your age, we will ask for identification. Acceptable forms of proof of age are a photo driver's licence, an 18+ Evidence of Age card or a current passport.

Our policy is zero tolerance for aggressive, coercive or violent behaviour.

A good range of food is always available. Menus are visible at all times. We provide and actively promote a range of low-alcohol and non-alcoholic drinks, including (insert your own choices eg, low-alcohol beer, fruit juices, soft drinks, tea and coffee). Iced water is available free of charge at all times.

We promote a range of transport options to get you home safely.

We encourage people to have a designated driver. We will make the driver's job more attractive by providing an interesting range of low-alcohol and alcohol-free drinks.

All of these services are well promoted, along with signage required under the Sale and Supply of Alcohol Act 2012.

We maintain a training and management policy to give our staff the skills and support they need to do their job responsibly.

Please be our guest and take advantage of the services we offer.

We pride ourselves on being responsible hosts.

The Management

The Furlong

BOTTLED BEER

- AMSTEL LIGHT \$7.50
- HEINEKEN LIGHT \$8.50
- HEINEKEN ZERO \$8.50
- RTD Drinks \$8.50

FRESH JUICES

- APPLE \$5.50
- CRANBERRY \$5.50
- FEIJOA \$5.50
- ORANGE \$5.50
- PINEAPPLE \$5.50
- SPICED TOMATO \$6.00
- TOMATO \$5.50

NON-ALCOHOLIC DRINKS

- COLA/DIET COLA \$4.50
- GINGER BEER \$6.50
- GINGER ALE \$4.50
- LEMONADE \$4.50
- LEMONADE & RASPBERRY \$4.50
- LEMON, LIME & BITTERS \$5.00
- RASPBERRY COLA \$4.50
- RED BULL \$6.50

HOT DRINKS

COFFEE

- AMERICANO \$5.00
- CAPPUCCINO \$5.50
- CARAMEL LATTE \$5.50
- CHAI LATTE \$5.50
- FLAT WHITE \$5.00
- FLUFFY \$1.50
- HOT CHOCOLATE \$5.00
- ICE CHOCOLATE \$6.00
- ICE COFFEE \$6.00
- LATTE \$5.00
- LONG BLACK \$5.00
- MACCHIATO \$5.00
- MOCHA \$5.50
- SHORT BLACK \$5.00

TEAS

- BERRY SENSATION \$5.00
- CHAMOMILE \$5.00
- EARL GREY \$5.00
- ENGLISH BREAKFAST \$5.00
- GREEN TEA \$5.00
- LEMON & GINGER \$5.00
- PEPPERMINT \$5.00

MOCKTAILS

- SUMMER LOVING \$6.50 Feijoa, Passion
Fruit & Grenadine.
- TROPICANA \$6.50 Strawberry,
Mango, Passion Fruit & Soda.
- TANGY FRUIT \$8.00

FIRE EVACUATION SCHEME STATEMENT

Premises: The Furlong Motel

Address: 256 Waihi Road Hawera

Applicant Name: Deal Busters Limited

Contact Person: Bhavin Desai

Phone Number: +64212330244

E-mail address: manager@thefurlong.co.nz

On/~~Off/Club~~ Licence Number: 35/On/004/2022

NEW APPLICATION

RENEWAL APPLICATION

I HEREBY STATE THAT EITHER:

The building has an approved evacuation scheme which meets the requirements under section 76 of the Fire and Emergency New Zealand Act 2017. And; Evacuations have been undertaken at intervals not exceeding 6 months, and these have been formally reported to Fire and Emergency NZ

YES

NO

Or

The building is not required to have an approved evacuation scheme due to its occupancy and use, but it has a written evacuation procedure, clear signage and otherwise meets the requirements of the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018

YES

NO

And

Hand operated firefighting equipment, if installed, has be serviced in accordance to NZS4503:2005

YES

NO

N/A

Dated:

26/01/2024

Signed by the Licensee:



Print Name:

Bhavin Desai

Fire Evacuation Scheme Statement



PLEASE READ CAREFULLY

Before any alcohol licence can be determined or renewed, licensed premises must indicate it has an Evacuation Scheme for public safety which meets the requirements of Section 76 of the Fire and Emergency New Zealand Act 2017, or that the premises are exempt.

In order to do this, all applications will be forwarded to Fire and Emergency NZ. Please ensure the Fire Evacuation Scheme is up to date and the necessary evacuations have been carried out. Fire and Emergency NZ can object to an application if such evacuations have not been completed.

If an applicant is unsure if evacuations have been carried out or have any queries regarding their Fire Evacuation Scheme, please contact the Fire Risk Management Officer (details below).

Please note that even if your premises are not required to have an approved Fire Evacuation Scheme, there must be an evacuation plan/procedure in place for the building. Please be aware Fire and Emergency NZ may visit to check that a procedure is in place.

Your contact with Fire and Emergency New Zealand is:

Andrew Cotter,
Fire Risk Management Officer,
Hawera Firewise Centre,
201 South Road,
Hawera

Phone: 027 839 6741 or 06 278 0202
Email: Andrew.Cotter@fireandemergency.nz

Regulations:

<http://legislation.govt.nz/regulation/public/2018/0096/latest/whole.html#LMS46394>

Act:

<http://legislation.govt.nz/act/public/2017/0017/latest/whole.html#DLM6678644>





MENU

We use dairy-free coating
and cholesterol-free oil
Cooked to perfection ...



Drums \$4.00



Thighs \$5.50



Chicken Tenders \$2.80



Spicy Wings \$2.50

1 Junior Munch

A 1 Drum **\$7.00**
+ Regular Chips

B 1 Thigh **\$8.50**
+ Regular Chips



4 Mighty Munch

2 Thighs + 2 Drums
+ Large Chips

\$23.90



7 Chicken Tenders

A 3 Chicken Tenders
+ Chips **\$10.50**

B 5 Chicken Tenders
+ Chips **\$16.50**



2 Kiwi Munch

1 Thigh + 1 Drum
+ Regular Chips **\$12.90**



5 Mega Munch

5 Thighs + 5 Drums
+ Jumbo Chips

\$52.90



8 Spicy Wings

A 3 Spicy Wings
+ Chips **\$9.90**

B 5 Spicy Wings
+ Chips **\$17.90**



3 Naki Munch

1 Thighs + 2 Drums
+ 2 Tenders
+ Regular Chips **\$19.90**



6 Monster Munch

8 Thighs + 8 Drums
+ Jumbo Chips

\$78.90



Potato & Gravy

Regular	Large
\$4.00	\$7.90



Chips

Cosmo's Seasoning Flavours...
Chicken Salt / Lemon Pepper / Spicy Harissa



Regular	Large	Jumbo
\$4.00	\$5.50	\$12.00



Follow us: [facebook.com/thefurlonghawera](https://www.facebook.com/thefurlonghawera)
Online shop: <https://www.thefurlong.co.nz/shop>

The Furlong Address: 256 Waihi Road, Hāwera 4610

Phone : 06 278 5136

20 TARANAKISTAR, FEBRUARY 22, 2024

FEBRUARY 29, 2024, TARANAKISTAR 15

Classified

Health Services

Public notice of application for ON Licence

Section 101, Sale and Supply of Alcohol Act 2012
DEAL BUSTERS LIMITED, 13 Durham Heights, Flagstaff, Hamilton, 3210, NZ has made application to the South Taranaki District Licensing Committee for the renewal of an ON licence in respect of the premises situated at 256 Waihi Road, Hawera, Hawera, 4610, known as The Furlong Motel.

The general nature of the business conducted (or to be conducted) under the licence is Tavern.

The days on which and the hours during which alcohol is (or is intended to be) sold under the licence are: Monday to Sunday 8 a.m. to 2:00 a.m.

The application may be inspected during ordinary office hours at the office of the South Taranaki District Licensing Committee at 105/109 Albion Street, Hawera, 4610.

Any person who is entitled to object and who wishes to object to the issue of the licence may, not later than 25 working days after the date of the first publication of this notice, file a notice in writing of the objection with the Secretary of the South Taranaki District Licensing Committee at: The Secretary, South Taranaki District Licensing Committee, Private Bag 902, Hawera, 4640.

No objection to the renewal of a licence may be made in relation to a matter other than a matter specified in section 131 of the Sale and Supply of Alcohol Act 2012.

This is the first publication of this notice.

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This is the second publication of this notice.

This notice was first published on: 22nd February 2024.

Section 101 Sale and Supply of Alcohol Act 2012
The Furlong Limited, private company of 13



Inspectors Report

Sale and Supply of Alcohol Act 2012

To	The District Licensing Committee
From	Samuel Geers – Licensing Inspector
Date	08 April 2024
Subject	Application for On Licence
Applicant Name	Deal Busters Limited

EXECUTIVE SUMMARY

A renewal application for a Tavern styled On Licence was received by the South Taranaki District Licensing Committee on the 26/01/2024.

The applicant seeks the same terms and conditions as the licence currently in force on the premises. I consider that the sale and supply of alcohol under these conditions is consistent with the purpose of the Act and meets the criteria at section 105 of the Sale and Supply of Alcohol Act 2012.

No opposition or concerns have been raised by any of the reporting agencies.

APPLICATION

This is a renewal application for an On Licence.

The general nature of the business conducted under the licence is a Tavern.

The following certificated managers are employed at the licensed premises:

Bhavin Kumar Vinodbhai Desai (35/CERT/009/2024)

The applicant has stated he has employed Jatinder Singh and that Mr Singh has applied for a Managers Certificate with STDC. No application has been received.

APPLICANT

The applicant is a private company: Deal Busters Limited

The contact for the premises is: Bhavin Desai

The applicant is aware of its responsibilities under the Sale and Supply of Alcohol Act 2012.

There is no reason to believe that Deal Busters Limited is not a suitable applicant to hold a liquor licence.

PREMISES

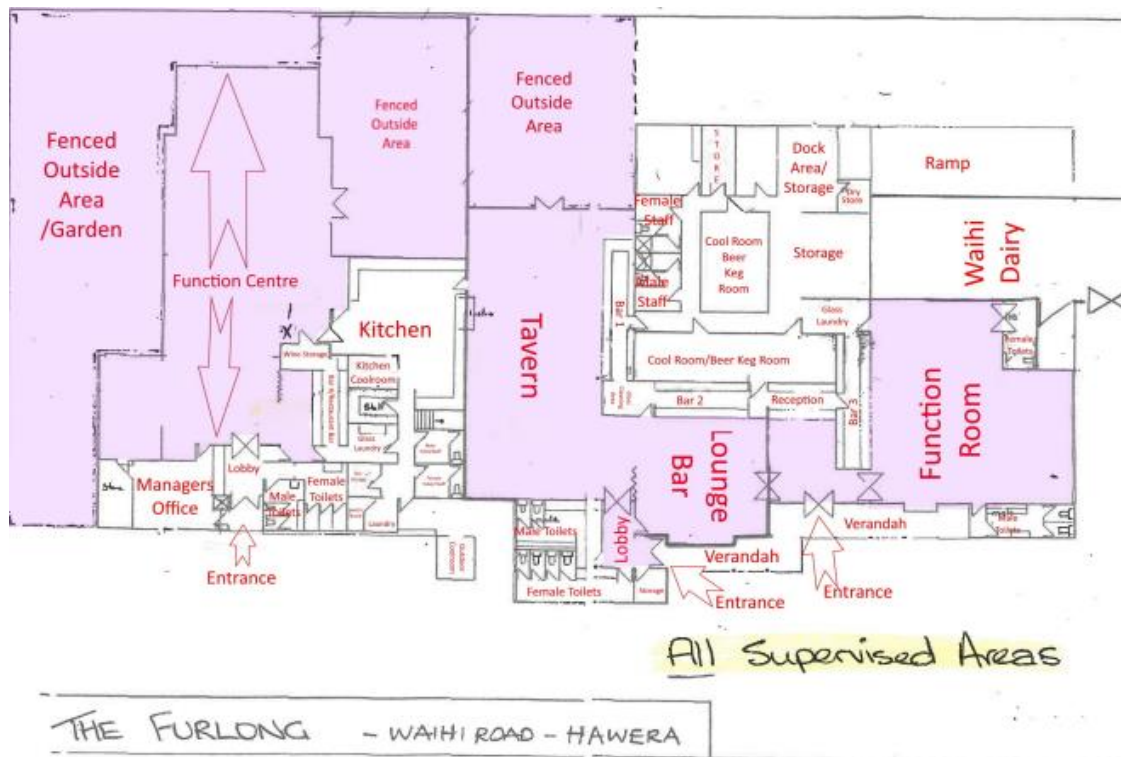
The premises are situated at: 256 Waihi Road, Hawera.

The principal entrance is accessed from Waihi Road.

The premises trades as: The Furlong Motel.

The applicant owns the premises.

The Tavern area has been recently renovated and has been used for several events.
The Tavern area leads to an outside lawn area which backs onto a residential property in County Drive.



There is no opposition to the design and layout of the premises.

CRITERIA FOR ON LICENCE

(a) Object of the Act:

The applicant proposes to conduct the sale, supply and consumption of alcohol in a safe and responsible manner.

(b) Suitability of applicant:

We have no adverse reports concerning the suitability of the applicant to hold a liquor licence.

(c) Local Alcohol Policy:

South Taranaki District Council does not have a current Local Alcohol Policy.

(d) Days and hours:

Monday to Sunday 8.00am to 2.00am.

The hours applied for are within the default trading hours.

(e) Design and layout:

Exits are clear and signage is visible. The service desk is situated by the public entrance. The building meets the design and layout requirements.

(f) Sale of goods/services:

The applicant is not engaged in the sale or supply of any goods or services other than the sale of liquor, household items and food.

(g) Amenity and good order:

There have been several complaints of noise coming from the premises in the last 12 months.

Carelene Hill (Previously the Environmental Monitoring Officer) received a complaint on 12 September 2023, in relation to power tools being used late at night, parties being held at the venue and very bright lights being set up outside the venue. Mrs. Hill and Sam Geers (Licensing Inspector) visited Mr. Desai to discuss the noise issues, the proximity of the residential zone and to potentially install acoustic dampening to help mitigate the noise levels.

An Excessive Noise Direction was issued on 23 December 2023 at 11.00pm during the event 'Chrissy Hissy'.

A letter from the Planning Department was sent to the applicant on 24 January 2024 to address ongoing noise complaints. The letter which will be attached to this report advises the applicant to obtain a resource consent to address the non-compliance with Noise Rules 11.2.4.(3) set out in the District Plan.

(h) Compliance:

It has been confirmed by the applicant that **one** manager is currently employed. For the size of the venue and the days and hours applied for, the Inspector believes more than one manager should be employed.

The applicant does not appear to have appropriate systems, staff, and training to comply with the law.

OBJECTIONS

The application was publicly notified in the South Taranaki Star on 22/02/2024. A second public notification occurred in the South Taranaki Star on 29/02/2024.

No objections have been received following the public notification.

REPORTS

Police have not reported opposition to the application.

The Medical Officer of Health has not reported opposition to the application.

The Inspector raises some concerns with the application.

CONDITIONS

The renewal application has been made seeking no change to the current hours which are:
8.00am to 2.00am.

The areas of the premises to be designated as **Supervised** are: Whole of premises.

The conditions sought are consistent with the style of licence sought.

RECOMMENDATION

As the Licensing Inspector, having considered the application, I have raised some concerns to the application made by Deal Busters Limited. I would like the District Licencing Committee to decide on whether to grant this licence and if granted, applying applicable conditions to the issuing licence.

Yours faithfully



Sam Geers
Environmental Health Officer

Completed sections

Renewal Alcohol Licence request summary

ON licence

South Taranaki District Council

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Your council: South Taranaki District Council
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Type of premises: Class 1 restaurant, night club, tavern, adult premises
Endorsements: None

Enforcements: None

Business details

Directors/Shareholders:
Bhavin Kumar Vinodbhai DESAI
Directors' details
Bhavin Kumar Vinodbhai DESAI

Date of birth: 22 March, 1979
Place of Birth: Valsad
Role: Director
Face value of shares held: \$1,000.00

Criminal convictions

Any criminal convictions: No

Capital

Authorised capital: \$1.00
Paid up capital: \$1.00

General nature of business

ON Licence nature of business: **Tavern**

Alcohol principal purpose: Yes
Other goods and services: No
Experience and training:

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In addition I hold an advanced diploma in hotel management from the Pacific International Hotel Management School (New Plymouth, New

Zealand)

I have in the past managed licensed premises and have held a Duty Managers Licence

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Advertising details: Social media
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ON licence hours

Latest hour: 2:00am or earlier
Days and times: Monday to Sunday 8 a.m. to 2:00 a.m.

Public Notice

Publication: Local newspaper - advertise in two separate issues

Your workers

Duty manager appointed: Yes

Manager's details

Manager's name: Bhavin Kumar Vinodbhai Desai
Certificate number: 1
Certificate expiry date: 27 January, 2024

Manager's details

Manager's name: Jatinder Singh
 Certificate number: 1
 Certificate expiry date: 27 January, 2024

Systems and worker training:

I have offered employment to Jatinder Singh, he has an LCQ Certification, he apply for a managers license with STDC and am waiting for an outcome.

I Bhavin Kumar Vinodbhai Desai have applied for a Managers Licence already.

All Staff will be trained to

Host responsibility is based on six key concepts, a responsible host:
 Prevents intoxication.
 Does not serve alcohol to minors.
 Provides and actively promotes low-alcohol and non-alcoholic alternatives.
 Provides and actively promotes substantial food.
 Serves alcohol responsibly or not at all.
 Arranges safe transport options.

Managing prohibited people: All Staff will be trained to








Host responsibility is based on six key concepts, a responsible host:
 Prevents intoxication.
 Does not serve alcohol to minors.
 Provides and actively promotes low-alcohol and non-alcoholic alternatives.
 Provides and actively promotes substantial food.
 Serves alcohol responsibly or not at all.
 Arranges safe transport options.

Promoting responsible alcohol consumption: All Staff will be trained to

Host responsibility is based on six key concepts, a responsible host:
 Prevents intoxication.
 Does not serve alcohol to minors.
 Provides and actively promotes low-alcohol and non-alcoholic alternatives.
 Provides and actively promotes substantial food.
 Serves alcohol responsibly or not at all.
 Arranges safe transport options.

Promoting transport options: We engage with local transport companies to provide transport options
 Advertise safe transport by clearly displaying transport options.
 provision of information about alternative transport arrangements

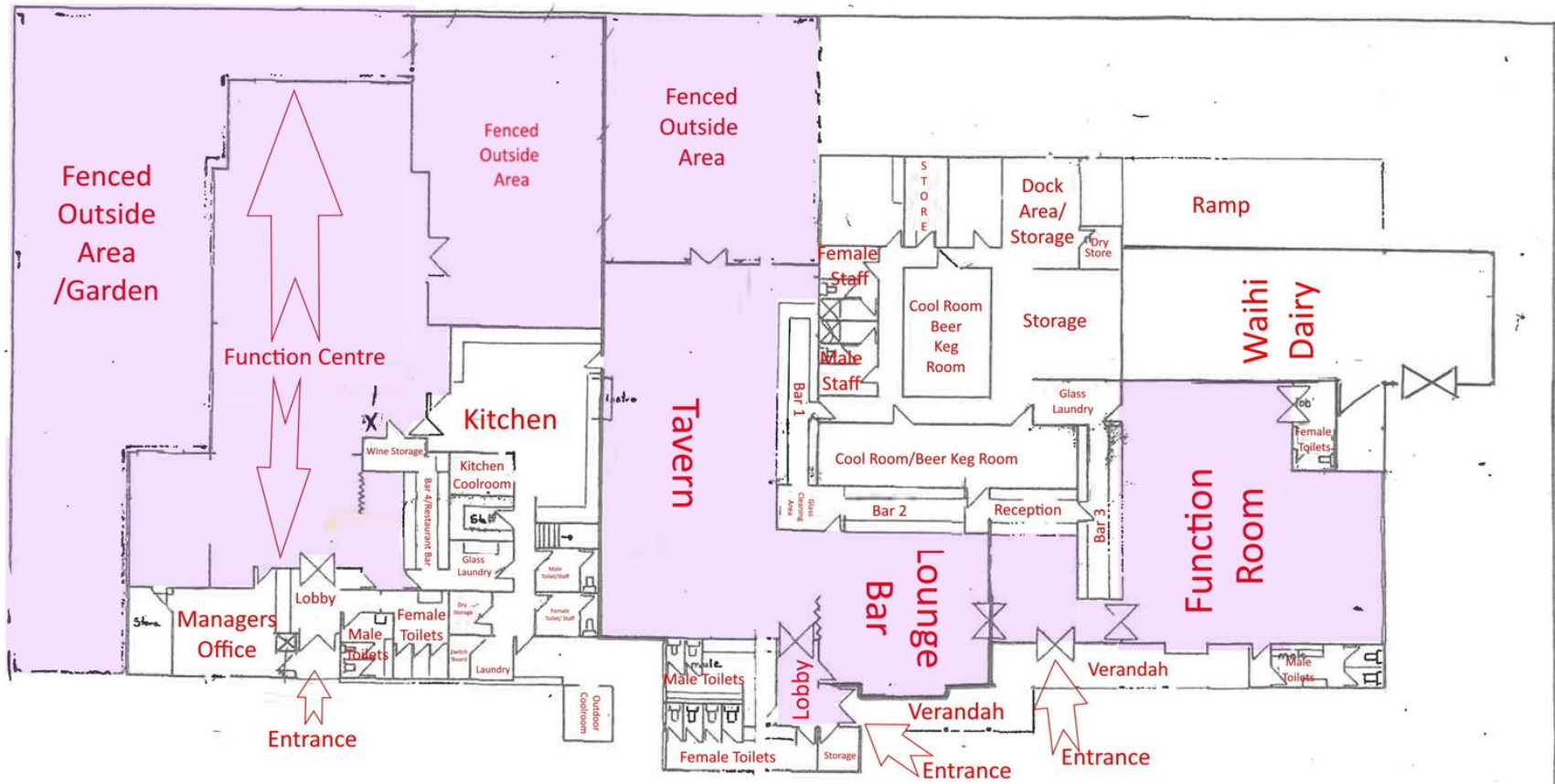
Uploaded documents

Name	File
ON licence floor plan:	 00011111-merged.pdf
Host Responsibility Policy:	 Host-responsibility....pdf
Low and non-alcohol drinks menu:	 Drinks Menu.pdf
Food menu:	 Menu.pdf
Copy of Evacuation Statement:	 Fire Evacuation Scheme Statem
Location Map:	 Map.pdf
Premises Exterior Photo:	 Entrance-merged.pdf

Declaration details

First name: Bhavin
 Last name: Desai
 Role/designation: Director

True I declare the information provided is true and correct and I understand and accept the terms and conditions of this application.



All Supervised Areas

THE FURLONG - WAIHI ROAD - HAWERA

The Furlong Host Responsibility

The management and staff of (the premises) believe we have a responsibility to provide an environment that is not only comfortable and welcoming but where alcohol is served responsibly. Because of this, we have implemented the following Host Responsibility policy.

Customers who are visibly intoxicated will not be served alcohol, will be asked to leave the premises and will be encouraged to take advantage of safe transport options.

It is against the law to serve alcohol to minors. If we are in doubt about your age, we will ask for identification. Acceptable forms of proof of age are a photo driver's licence, an 18+ Evidence of Age card or a current passport.

Our policy is zero tolerance for aggressive, coercive or violent behaviour.

A good range of food is always available. Menus are visible at all times. We provide and actively promote a range of low-alcohol and non-alcoholic drinks, including (insert your own choices eg, low-alcohol beer, fruit juices, soft drinks, tea and coffee). Iced water is available free of charge at all times.

We promote a range of transport options to get you home safely.

We encourage people to have a designated driver. We will make the driver's job more attractive by providing an interesting range of low-alcohol and alcohol-free drinks.

All of these services are well promoted, along with signage required under the Sale and Supply of Alcohol Act 2012.

We maintain a training and management policy to give our staff the skills and support they need to do their job responsibly.

Please be our guest and take advantage of the services we offer.

We pride ourselves on being responsible hosts.

The Management

The Furlong

BOTTLED BEER

- AMSTEL LIGHT \$7.50
- HEINEKEN LIGHT \$8.50
- HEINEKEN ZERO \$8.50
- RTD Drinks \$8.50

FRESH JUICES

- APPLE \$5.50
- CRANBERRY \$5.50
- FEIJOA \$5.50
- ORANGE \$5.50
- PINEAPPLE \$5.50
- SPICED TOMATO \$6.00
- TOMATO \$5.50

NON-ALCOHOLIC DRINKS

- COLA/DIET COLA \$4.50
- GINGER BEER \$6.50
- GINGER ALE \$4.50
- LEMONADE \$4.50
- LEMONADE & RASPBERRY \$4.50
- LEMON, LIME & BITTERS \$5.00
- RASPBERRY COLA \$4.50
- RED BULL \$6.50

HOT DRINKS

COFFEE

- AMERICANO \$5.00
- CAPPUCINO \$5.50
- CARAMEL LATTE \$5.50
- CHAI LATTE \$5.50
- FLAT WHITE \$5.00
- FLUFFY \$1.50
- HOT CHOCOLATE \$5.00
- ICE CHOCOLATE \$6.00
- ICE COFFEE \$6.00
- LATTE \$5.00
- LONG BLACK \$5.00
- MACCHIATO \$5.00
- MOCHA \$5.50
- SHORT BLACK \$5.00

TEAS

- BERRY SENSATION \$5.00
- CHAMOMILE \$5.00
- EARL GREY \$5.00
- ENGLISH BREAKFAST \$5.00
- GREEN TEA \$5.00
- LEMON & GINGER \$5.00
- PEPPERMINT \$5.00

MOCKTAILS

- SUMMER LOVING \$6.50 Feijoa, Passion
Fruit & Grenadine.
- TROPICANA \$6.50 Strawberry,
Mango, Passion Fruit & Soda.
- TANGY FRUIT \$8.00

FIRE EVACUATION SCHEME STATEMENT

Premises: The Furlong Motel

Address: 256 Waihi Road Hawera

Applicant Name: Deal Busters Limited

Contact Person: Bhavin Desai

Phone Number: +64212330244

E-mail address: manager@thefurlong.co.nz

On/~~Off/Club~~ Licence Number: 35/On/004/2022

NEW APPLICATION

RENEWAL APPLICATION

I HEREBY STATE THAT EITHER:

The building has an approved evacuation scheme which meets the requirements under section 76 of the Fire and Emergency New Zealand Act 2017. And; Evacuations have been undertaken at intervals not exceeding 6 months, and these have been formally reported to Fire and Emergency NZ

YES NO

Or The building is not required to have an approved evacuation scheme due to its occupancy and use, but it has a written evacuation procedure, clear signage and otherwise meets the requirements of the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018

YES NO

And Hand operated firefighting equipment, if installed, has be serviced in accordance to NZS4503:2005

YES NO N/A

Dated: 26/01/2024

Signed by the Licensee: 

Print Name: Bhavin Desai

Fire Evacuation Scheme Statement



PLEASE READ CAREFULLY

Before any alcohol licence can be determined or renewed, licensed premises must indicate it has an Evacuation Scheme for public safety which meets the requirements of Section 76 of the Fire and Emergency New Zealand Act 2017, or that the premises are exempt.

In order to do this, all applications will be forwarded to Fire and Emergency NZ. Please ensure the Fire Evacuation Scheme is up to date and the necessary evacuations have been carried out. Fire and Emergency NZ can object to an application if such evacuations have not been completed.

If an applicant is unsure if evacuations have been carried out or have any queries regarding their Fire Evacuation Scheme, please contact the Fire Risk Management Officer (details below).

Please note that even if your premises are not required to have an approved Fire Evacuation Scheme, there must be an evacuation plan/procedure in place for the building. Please be aware Fire and Emergency NZ may visit to check that a procedure is in place.

Your contact with Fire and Emergency New Zealand is:

Andrew Cotter,
Fire Risk Management Officer,
Hawera Firewise Centre,
201 South Road,
Hawera

Phone: 027 839 6741 or 06 278 0202
Email: Andrew.Cotter@fireandemergency.nz

Regulations:

<http://legislation.govt.nz/regulation/public/2018/0096/latest/whole.html#LMS46394>

Act:

<http://legislation.govt.nz/act/public/2017/0017/latest/whole.html#DLM6678644>





MENU

We use dairy-free coating
and cholesterol-free oil
Cooked to perfection ...



Drums \$4.00



Thighs \$5.50



Chicken Tenders \$2.80



Spicy Wings \$2.50

1 Junior Munch

A 1 Drum **\$7.00**
+ Regular Chips

B 1 Thigh **\$8.50**
+ Regular Chips



4 Mighty Munch

2 Thighs + 2 Drums
+ Large Chips

\$23.90



7 Chicken Tenders

A 3 Chicken Tenders
+ Chips **\$10.50**

B 5 Chicken Tenders
+ Chips **\$16.50**



2 Kiwi Munch

1 Thigh + 1 Drum
+ Regular Chips **\$12.90**



5 Mega Munch

5 Thighs + 5 Drums
+ Jumbo Chips

\$52.90



8 Spicy Wings

A 3 Spicy Wings
+ Chips **\$9.90**

B 5 Spicy Wings
+ Chips **\$17.90**



3 Naki Munch

1 Thighs + 2 Drums
+ 2 Tenders
+ Regular Chips **\$19.90**



6 Monster Munch

8 Thighs + 8 Drums
+ Jumbo Chips

\$78.90



Potato & Gravy

Regular	Large
\$4.00	\$7.90



Chips

Cosmo's Seasoning Flavours...
Chicken Salt / Lemon Pepper / Spicy Harissa

Regular	Large	Jumbo
\$4.00	\$5.50	\$12.00



Follow us: [facebook.com/thefurlonghawera](https://www.facebook.com/thefurlonghawera)
Online shop: <https://www.thefurlong.co.nz/shop>

The Furlong Address: 256 Waihi Road, Hāwera 4610

Phone : 06 278 5136

From: [Risk Reduction Taranaki](#)
To: [regservices](#)
Subject: RE: Deal Busters Limited - Furlong - PRON007.2021
Date: Tuesday, 20 February 2024 2:58:25 pm
Attachments: [image004.png](#)
[image001.png](#)

CAUTION: This email originated from outside of STDC. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi guys

The Furlong has a FENZ approved evac scheme.

The 6-monthly trial evac is now a couple of weeks overdue with the last reported evacuation being held 1/8/2023

I will call in and speak to the applicant and perform an inspection (hopefully tomorrow) and provide you a further update on their compliance.

Regards

Andrew

Andrew Cotter MNZFBI, MNZAFI
Advisor Risk Reduction / Specialist Fire Investigator / Inspector
Kaitohutohu Whakaheke Mōrea / Kaitūhura Ahi Mātanga / Kaitirotiro
Taranaki District
District Headquarters, 67 Liardet Street, New Plymouth
Hawera Firewise Centre, 205 South Road, Hawera

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M: 027 839 6741

andrew.cotter@fireandemergency.nz

www.fireandemergency.nz

From: regservices <regservices@STDC.govt.nz>
Sent: Friday, 16 February 2024 11:25 am
To: ZIMMERMAN, Glenda <Glenda.Zimmerman@police.govt.nz>; Liquor Licensing [TDHB] <liquor.licensing@tdhb.org.nz>; Risk Reduction Taranaki <RiskReductionTaranaki@fireandemergency.nz>
Subject: Deal Busters Limited - Furlong - PRON007.2021

Hi there,

Please endorse and return this letter (with accompanying report if relevant) to us by fax or post no later than 8 March 2024.

Nga Mihi

Cory Tito

Kaitātari Tautoko Whakamōhiohio | Technical Support Officer

Te Kaunihera o Taranaki ki Te Tonga | South Taranaki District Council

105-111 Albion Street | Private Bag 902, Hāwera 4640, NZ

Waea/Phone: +64 6 278 0555 | 0800 111 323 | www.southtaranaki.com

5

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From: [Cotter, Andrew](#)
To: [regservices](#); [Carlene Hill](#)
Subject: FW: Furlong Function Centre -few issued noted
Date: Thursday, 22 February 2024 1:48:47 pm
Attachments: [image001.png](#)

CAUTION: This email originated from outside of STDC. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi guys
See below re issues with Furlong Function Centre
Currently non-compliant for a few reasons including being overdue for trial evacs, MCP deficiencies and means of escape issue.
Chubb have been on site recently and haven't appeared to defect or record the issues.

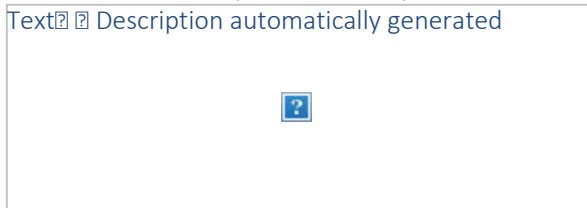
There also appears to be sleeping in the office area, with no smoke detection.

This raises concerns with regards to public safety/safety of the occupants.

Regards
Andrew

Andrew Cotter MNZFBI, MNZAFI
Advisor Risk Reduction / Specialist Fire Investigator / Inspector
Kaitohutohu Whakaheke Mōrea / Kaitūhura Ahi Mātanga / Kaitirotiro
Taranaki District
District Headquarters, 67 Liardet Street, New Plymouth
Hawera Firewise Centre, 205 South Road, Hawera

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M: 027 839 6741
andrew.cotter@fireandemergency.nz
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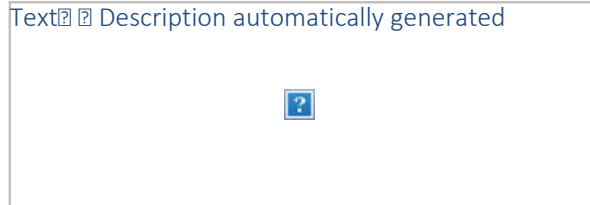
From: Cotter, Andrew
Sent: Thursday, 22 February 2024 1:45 pm
To: McIntyre, Jack <Jack.Mcintyre@chubbfs.com>
Subject: FW: Furlong Function Centre -few issued noted

Hi Jack
I did an inspection yesterday at The Furlong Function Centre and noticed that one of your techs has been on site a couple of weeks ago, but doesn't appear to have noted the issues I found including:
Missing MCP glass x2 (bar, function centre) – these have been missing for a loooong time.
MCP obstructed (kitchen)

Exit door from bar area tied shut.

Regards
Andrew

Andrew Cotter MNZFBI, MNZAFI
Advisor Risk Reduction / Specialist Fire Investigator / Inspector
Kaitohutohu Whakaheke Mōrea / Kaitūhura Ahi Mātanga / Kaitirotiro
Taranaki District
District Headquarters, 67 Liardet Street, New Plymouth
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M: 027 839 6741
andrew.cotter@fireandemergency.nz
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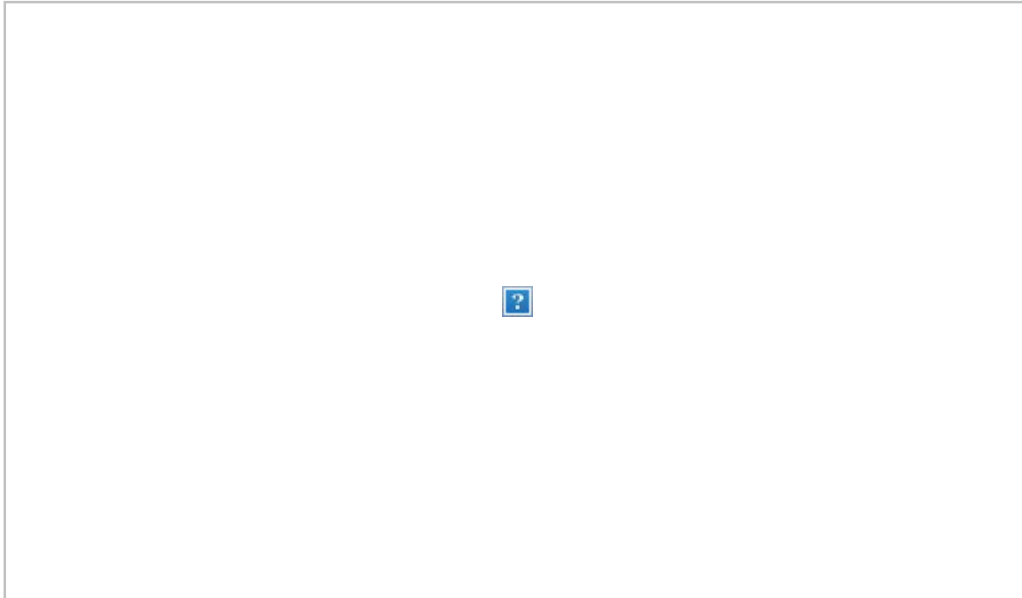
From: Cotter, Andrew
Sent: Thursday, 22 February 2024 1:23 pm
To: bhavinkd@gmail.com
Subject: Furlong Function Centre - liquor licence

Hi Bhavin
Hope all is well with you.
STDC sent through your liquor licence application, so I called in yesterday afternoon for a quick catch up, but unfortunately you weren't around.
Your man in the dairy let me in to check things out.

The last reported trial evacuation for the building was on 1st August last year, so you were due again about 3 weeks ago.
I suggest holding a practice drill asap and getting the report submitted through the online system – guide attached should you need this.
The Furlong Motel is also overdue, so I suggest getting that one done and reported too.

Noted a couple of other things – the compliance book showed Chubb performed their January inspection on 2nd Feb, and no defects were recorded.

The manual call point for the fire alarm in the kitchen was found to be obstructed by an appliance (fridge from memory)
See the excerpt from the fire alarm standard below which states they must be positively identifiable, clear and accessible:



The glass in the fire alarm manual call point in the bar is missing.
The glass in the fire alarm manual call point in the function room is missing.
These should be replaced asap. Having a missing glass may result in malicious activations of the fire alarm.

The doors to the rear of the bar area were found to be tied shut.
[S5 of the Fire and Emergency Evac Regs](#) requires all means of escape to be easily accessible.
If these doors need attention to get them to shut (and stay shut), I suggest you get them serviced/worked on asap, so that people can exit the building without delay in a fire emergency.

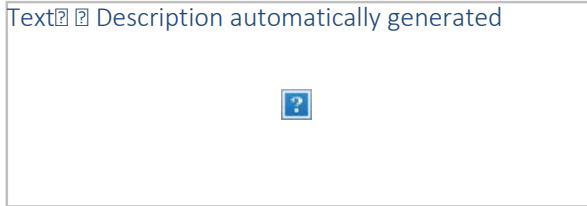
I also noted there was a bed in an office area, so assuming someone is sleeping here. There is no smoke detection in that room (or anywhere else in the building) which puts that person at risk.
As a minimum I would suggest installing a long-life photoelectric smoke detector in that room if it is being used for sleeping. Additional smoke detectors in the building would add additional warning to wake and warn the person/s sleeping there if there was a fire in the building.

Please do update me as you have remedied the issues.
More than happy to pop in and see you or to discuss further if required.

Kind regards
Andrew

Andrew Cotter MNZFBI, MNZAFI
Advisor Risk Reduction / Specialist Fire Investigator / Inspector
Kaitohutohu Whakaheke Mōrea / Kaitūhura Ahi Mātanga / Kaitirotiro
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THE TRAINING BUREAU

This is to certify that

Jatinder Singh

CERTIFICATE ID: 642A4041896BE37C0AAF0CB1

has met the requirements of an approved programme leading to the qualification

Hamilton LCQ Certificate Course

as prescribed by Section 23 of the Sale & Supply of Alcohol Regulations 2013

This qualification incorporates the following unit standards:

Unit 4646, Version 10 - Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises

Unit 16705, Version 6 - Demonstrate knowledge of host responsibility requirements as a duty manager of a licensed premises

NZQA Accredited Provider - Organisation Number 8434

Leilani Ngatamariki

Granted by



4 Apr 2023

Date



This is to certify that

Malkeet Singh Saini

has successfully completed

Licence Controller Qualification

This course incorporates:

Unit standard: 4646 Version 10, Level 4, Credits 2

Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises.

Unit standard: 16705 Version 6, Level 4, Credits 3

Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises.

A handwritten signature in black ink, reading "Celia Hay", is written over a horizontal line. The signature is positioned above the name and title of the Director.

CELIA HAY BA, MBA, MEd, Dip.WSET
DIRECTOR

Issued on 28 Aug 2023

Student ID: 63445
Course ID: LCQ_Online-072
NSI: 169801832

NZSFW is registered as a private training establishment by the New Zealand Qualifications Authority under the Provisions of the Education Act 1989 and its subsequent Amendments.
New Zealand School of Food & Wine, Level 3, 104 Customs Street West, Viaduct 1010, Auckland, New Zealand

Thursday, 18 July 2024

Dear Madam Chair and Members of the Committee,

Thank you for the opportunity to comment and for your detailed email, the attached officers report, and the Minute from the DLC Chair. I would like to address the points raised regarding our Duty Managers, the concerns about amenity and good order, and provide a comprehensive plan for ensuring compliance with the Sale and Supply of Alcohol Act 2012 (The Act).

Clarification on Duty Managers and Systems in Place mainly in relation to presence/absence of certified managers [points b and c in the minute]

As per the “Inspectors Report Sale and Supply of Alcohol Act 2012 To The District Licensing Committee From Samuel Geers – Licensing Inspector Date 08 April 2024 Subject Application for On Licence Applicant Name Deal Busters Limited”, It appears there has been a miscommunication between the Licensing Inspector and myself. The Inspector inquired about who else we intended to have as a Duty Manager, to which I responded that Mr. Singh already possesses an LCQ certificate and that we intend to apply for a Duty Manager's Certificate for him. However, we have not yet made the application because we are waiting for a letter from his previous employer, with whom he has worked on a licensed premises. We believe that the person applying for a Duty Manager's Certificate must have worked at a licensed premises for at least six months prior to making an application.

We intend on securing a letter from Jatinder Singh's employer this week and to lodge an application regardless for his Duty Manager's License before the hearing.

We also employ Malkeet Singh, who is currently under training and already possesses an LCQ certificate. He started working for us on 10/03/2024 and will be employed with us for 6 months on 10/09/2024. We will apply for a Duty Manager's Licence for him after he has been employed with us for 6 months.

We intent on operating at full capacity as soon as practically possible and feasible.

Should the above explanation not be satisfactory, I wish to also draw your attention to the following factors: - The Furlong has been undergoing extensive cosmetic renovations for the past few years. Given the current economic environment and a shortage of staff, we had chosen to open for limited hours only. As required by the Sale and Supply of Alcohol Act 2012, specifically Section 214, we have ensured that a manager is on duty at all times when alcohol is being sold or supplied to the public on our licensed premises.

Section 214: Manager to be on duty at all times and responsible for compliance

- (1) Except as provided in section 215, a manager must be on duty at all times when alcohol is being sold or supplied to the public on any licensed premises.
- (2) A manager on duty on any licensed premises is responsible for:
 - (a) the compliance with and enforcement of the provisions of this Act and the conditions of the licence in force for the premises; and
 - (b) the conduct of the premises with the aim of contributing to the reduction of alcohol-related harm.

We have a policy in place to only open the bar when a Duty Manager is on site. The following certificated managers are employed at the licensed premises: Bhavin Kumar Vinodbhai Desai (35/CERT/009/2024).

Licensed Hours and Operating Plan

The licensed hours set the maximum period during which we are legally allowed to sell alcohol. However, we understand that the Act does not mandate that we are required to be open for the entire duration of these hours. We have the flexibility to adjust our operating hours within the licensed period to suit our business needs. For instance, although our license allows us to operate from 8:00 AM to 2:00 AM, we might choose to open at 5:00 PM and close at 8:00 PM, or any other period within the licensed hours. This flexibility is in line with the permitted trading hours outlined in Section 43 of the Sale and Supply of Alcohol Act 2012.

Section 43: Permitted trading hours for on-licences

- (1) An on-licence premises may trade at any time except between 4:00 am and 8:00 am on any day.
- (2) This is subject to any conditions on the licence that restrict the hours of trading.

The Act does not specify minimum trading hours; it only sets the maximum allowable trading hours and restrictions outside those hours. Thus, within the permitted timeframe, businesses can choose their operating hours as long as they do not exceed the specified limits.

In relation to compliance when operating for fewer hours than our license allows, we ensure that:

1. Signage: Clearly display our actual operating hours to inform our customers (Section 56).
2. Duty Managers: Ensure that a certified duty manager is present during all operating hours (Section 214).
3. Compliance with Conditions: Continue to comply with all other conditions of our license, even if we are operating for fewer hours

We have taken time to understand the following sections of the Sale and Supply of Alcohol Act 2012, which also refer to amenity and good order:

- Section 105(1)(g): This section emphasizes the importance of maintaining amenity and good order when considering an application for a licence. It requires the licensing committee to consider whether the amenity and good order of the locality would be reduced, by more than a minor extent, by the effects of the issue of the licence.
- Section 106: This section outlines the criteria for assessing the effects on amenity and good order. It includes factors such as noise, nuisance, vandalism, and the compatibility of the premises with the surrounding environment.
- Section 131: This section deals with the renewal of licences, requiring consideration of whether the amenity and good order of the locality would be likely to be reduced, by more than a minor extent, by the effects of a renewal of the licence.
- Section 3: This section outlines the purpose and object of the Act, which includes the safe and responsible sale, supply, and consumption of alcohol and minimizing the harm caused by its excessive or inappropriate consumption. This overarching goal supports maintaining amenity and good order as a fundamental principle.

These sections collectively highlight the importance of ensuring that licensed premises do not negatively impact the surrounding community and that they operate in a manner that supports public safety and order.

To address the concerns regarding noise and maintaining amenity and good order, we have this far through of and implemented the following plan:

Noise Management

1. **Measures:** We will mitigate noise levels by adhering to council bylaws regarding allowable noise levels, keeping doors closed to contain and dampen sound. In the future, when economically viable, we plan to implement full soundproofing, including double doors and double glazing, especially during late hours. These measures are in line with Sections 106, 131, and 105(1)(h) of the Sale and Supply of Alcohol Act 2012.
2. **Event Management:** Implement stricter controls during events to ensure noise levels are kept within acceptable limits.
3. **Regular Monitoring:** Conduct regular noise level checks and take immediate corrective actions if necessary.

Lighting

1. **Adjust Lighting:** We have already ensured that outdoor lighting does not cause discomfort to nearby residents while still providing adequate security, aligning with the general obligation to maintain amenity and good order.

Security

1. **Staff Training:** Provide training for all staff on handling noise complaints and maintaining good order (Section 105(1)(j)).

Event History and Our Responses, mitigation and Management of the concerns

The Furlong has been undergoing extensive cosmetic renovations for the past two years. We have opened the bar to the public on the following events:

Events (all events had free water, a choice of food, transport options, and non-alcoholic drinks):

- **08/04/2023:** Private 21st Birthday Party – Manager on Duty: Dipan Parekh. They brought in their own sound equipment. During the event, the group performed a Haka to honor the birthday boy, which caused some noise. We managed to calm them down promptly, and they obliged without any further issues. We invited them indoors and shut the doors to prevent any nuisance to the neighbours. This was done to satisfy the requirements within Section 105(1)(g) of the Sale and Supply of Alcohol Act 2012, ensuring that noise levels were monitored and managed responsibly.
- **06/10/2023:** Pre-Race Party – Duty Manager: Tyron Pickering, who works full-time at Super Liquor Hawera, agreed to help. The event was a success with no major incidents. We arranged a courtesy van for patrons, evidence of which I have attached for your consideration and provided free food throughout the evening. We received a visit from the police, who inspected our license and appeared to be satisfied with our conduct. The event ended smoothly, with all patrons escorted out before 1:00 AM.
- **02/12/2023:** Private 21st Birthday Party – Manager on Duty: Bhavin Desai. A small family function with a provided music system. The night went well without any noise complaints. We evicted two unruly guests for vaping on the premises. We ensured all guests reached home safely, offering rides when needed. This event was managed in line with the act to maintain good order and manage noise levels effectively.

- **23/12/2023:** Pre-Christmas Party – Manager on Duty: Bhavin Desai. Similar to the event on 06/10/2023, with security arrangements by Henry Mason of Flatbush Promotions. We informed all neighbours in advance, including Claire West and she was happy for us to proceed. During the event, Claire reported hearing noise. We immediately reduced the volume and closed the back door to contain the sound. A staff member checked the sound levels outside by talking a walk on county drive, ensuring compliance with council norms. I was on site but not aware of a noise control officer's presence. Chrissy Hissy whose name is mentioned on the Inspectors Report was one of the DJs for the night, did not bring the Excessive Noise Direction to my attention. I only learned about this when I requested information regarding the statutes or issues identified by the committee that prompted the decision to hold a public hearing instead of issuing the license outright. I received a response on July 16, 2024, at 12:18 PM via email from Liam Dagg, Group Manager - Environmental Services STDC. Had I been informed; I would have addressed the concerns immediately. We have taken steps to ensure compliance in future events, in line with the Sale and Supply of Alcohol Act 2012.
- **Kindly take note, we haven't had any complaints in the past 7 months,** which demonstrates that we have taken proactive steps to ensure that we meet our obligations under the act.

Addressing Specific Concerns

- **28/09/2023:** I received a call from Sam Geers, who wanted to visit The Furlong to check our progress. We agreed to meet, and Carelene Hill also joined. I showed them around, explaining that we were almost finished with the renovations and planned to host a Pre-Race Party in October. We discussed council noise requirements, and they suggested either extensive soundproofing or seeking consent from immediate neighbours. Due to cost considerations, we opted for the latter. Following the meeting, I met with Claire West, who is our immediate neighbour and rents a property at 8 County Drive, Hawera. Henry Mason of Flatbush Promotions accompanied me. Claire agreed to our plans as long as we informed her of any noisy events in advance. This engagement with neighbours aligns with Section 105(1)(h) of the Sale and Supply of Alcohol Act 2012, which emphasizes the importance of maintaining the amenity and good order of the locality when considering an application for a licence. This section requires the licensing committee to consider whether the amenity and good order of the locality would be reduced by more than a minor extent by the effects of the issue of the licence. By proactively engaging with neighbours and addressing their concerns, we are taking steps to maintain amenity and good order in the community.
- **At the meeting mentioned above we discussed the 12 September 2023 Complaint:** One part of the complaint was related to power tools being used late at night during renovations. The noise was due to contractors working on site during after hours, we have since managed noise generated by contractors more diligently and restricted their working hours to comply local council requirements. We haven't any complaints in relation this matter after this instance In relation to this date Carelene Hill also made mention of late at night, parties being held at the Furlong. Apart from the dates that we have outlined with this response we haven't had any late-night parties at the Furlong, we request the DLC to kindly take note of this because it is not factual information.
- **At the meeting Carlene also mentioned Lighting Complaints:** We installed new lights to adhere to Amenity and Good Order and to enhance the overall quality, pleasantness, and safety of our guests and our premises and to prevent dark patches and blind spots in the night

time, and to create good ambience, particularly concerning our tavern. In the context of the Sale and Supply of Alcohol Act 2012, maintaining amenity and good order is crucial to ensure the presence and operation of licensed premises. As part of our commitment to meeting the requirements of the Act we invested in this enhancement. Our motive was to ensure the following:

- **Deterring Criminal Activity:** Adequate lighting around the premises acts as a deterrent to criminal activities such as theft, vandalism, and assaults. Well-lit areas are less likely to attract such behavior.
- **Safety and Navigation:** Proper lighting ensures that patrons can safely navigate the premises, including entry and exit points, parking areas, and surrounding sidewalks. This reduces the risk of accidents and injuries.
- **Enhancing Visibility:** Good lighting enhances the visibility of making surveillance more effective. It also allows security personnel and law enforcement to monitor activities more efficiently.
- I only learned about the fact that the lighting found to be very bright by our neighbour Claire West at 8 County Drive, when Carelene Hill mentioned this to me at our meeting held on Thu, Sep 28, 2023. Following our meeting, I personally spoke with Claire, who requested me to turn off a set of lights that were affecting her after 11:00 p.m. We believe this issue has been resolved and no further complaints have been received since.
- **Excessive Noise Direction on 23 December 2023:** On this date I was the Manager on Duty I was on site but not aware of a noise control officer. Chrissy Hissy was the DJ for the night and did not bring this Excessive Noise Direction to my attention. I only learned about this when I requested information regarding the statutes or issues identified by the committee that have prompted the decision to hold a public hearing instead of issuing the license outright and when I received a response on July 16, 2024, at 12:18 PM via email from Liam Dagg, Group Manager - Environmental Services STDC. Had I been informed; I would have addressed the concerns immediately. We have taken steps to ensure compliance in future events, in line with Section 105(1)(i) of the Sale and Supply of Alcohol Act 2012.

Actions and Mitigations

To avoid future complaints about sound, we planned/implemented:

- **Reduce the size of sound equipment** to acceptable levels.
- **Close the back door**, during events to contain noise.
- **We have installed heat pumps for ventilation, this has allowed us to seal the older vents on the roof which create opening for sound to escape into the neighbourhood.**
- **Install sound dampers** as suggested by Carelene Hill.
- **Invest in Wireless Silent Disco Headphones** to minimize noise during events. This innovative while not a preferred option for some patrons, keeps noise contained within headphones, making it an ideal solution for residential areas with strict noise regulations.

Staff Training and Records

We have recently implemented a comprehensive system to train staff and to keep comprehensive records. I have attached our training systems and the relevant log book that we have recently

implemented to ensure the DLC is satisfied with our operations. Our training sessions cover a wide range of topics, including responsible service of alcohol, health and safety protocols, noise management, and emergency procedures.

Training Log Example:

Date	Training Session	Trainer	Attendees (Name and Signature as applicable)
15/11/2023	Responsible Service of Alcohol	Jane Smith	John Doe (signature), Alice Johnson (signature), Mark Brown (signature)
10/12/2023	Health and Safety Protocols	Tom Harris	Emily White (signature), David Green (signature), Sarah Black (signature)
20/01/2024	Noise Management and Compliance	Bhavin Desai	Michael King (signature), Laura Adams (signature), Sophie Lee (signature)
05/02/2024	Emergency Procedures and Evacuation	Bhavin Desai	Chris Evans (signature), Rachel Moore (signature), Paul Walker (signature)

Conclusion

We believe that we have taken all necessary steps to comply with the Sale and Supply of Alcohol Act 2012, we are also open to suggestions and guidance and to address the concerns raised by the Licensing Inspector and DLC. We are committed to maintaining amenity and good order in the locality and ensuring that our operations do not negatively impact our neighbours. We are committed to making Hawera a better place.

Thank you for your attention to this matter. We look forward to working with the District Licensing Committee to resolve these issues and to continue operating in compliance with all applicable laws and regulations.

Kind regards,

Bhavin Desai
Deal Busters Limited

Attachments and additional information: -

- Log Book
- Our Latest Host Responsibility Policy and Training Manual in relation to the Act demonstrating our process and systems
- Kindly click on this link to view a demonstration of how we will manage the appointment of new Duty Managers <https://thefurlong.co.nz/certified-managers-register-i/>
- Bank Screen Shots to demonstrate that we had a Courtesy Van on 06/10/2023 and on 23/12/2023
- Henry Mason will appear as a witness at the hearing on 26/07/2024
- LCQ Certificate for Jatinder Singh and for Malkeet Singh

The Furlong Host Responsibility Policy

The management and staff of The Furlong believe we have a responsibility to provide an environment that is not only comfortable and welcoming but where alcohol is served responsibly. Because of this, we have implemented the following Host Responsibility policy.

1. Managing Intoxicated Persons

- **Policy:** Customers who are visibly intoxicated will not be served alcohol, will be asked to leave the premises, and will be encouraged to take advantage of safe transport options.
- **Procedure:**
 - Train staff to recognize signs of intoxication.
 - Refuse service to any person who appears intoxicated.
 - Offer non-alcoholic beverages and assistance in arranging safe transport if needed.

2. Age Verification

- **Policy:** It is against the law to serve alcohol to minors. If we are in doubt about your age, we will ask for identification. Acceptable forms of proof of age are a photo driver's licence, an 18+ Evidence of Age card, or a current passport.
- **Procedure:**
 - Request valid identification from any customer who appears under the age of 25.
 - Train staff to recognize valid forms of ID and spot fake IDs.

3. Zero Tolerance for Aggressive Behaviour

- **Policy:** Our policy is zero tolerance for aggressive, coercive, or violent behaviour.
- **Procedure:**
 - Immediately address any aggressive behaviour
 - Contact security or law enforcement if necessary.

4. Food Availability

- **Policy:** A good range of food is always available. Menus are visible at all times.
- **Procedure:**
 - Ensure menus are prominently displayed and easily accessible.
 - Regularly update the menu to include a variety of food options.

5. Low-Alcohol and Non-Alcoholic Drinks

- **Policy:** We provide and actively promote a range of low-alcohol and non-alcoholic drinks, including low-alcohol beer, fruit juices, soft drinks, tea, and coffee. Iced water is available free of charge at all times.
- **Procedure:**
 - Ensure a variety of low-alcohol and non-alcoholic drinks are available and promoted.
 - Provide free iced water at all times.

6. Safe Transport Options

- **Policy:** We promote a range of transport options to get you home safely.
- **Procedure:**
 - Provide information on local taxi services, ride-sharing options, and public transportation.
 - Encourage patrons to use safe transport options.

7. Designated Driver Program

- **Policy:** We encourage people to have a designated driver. We will make the driver's job more attractive by providing an interesting range of low-alcohol and alcohol-free drinks.
- **Procedure:**
 - Offer incentives for designated drivers, such as free non-alcoholic drinks.
 - Promote the designated driver program through signage and staff recommendations.

8. Staff Training and Management Policy

- **Policy:** We maintain a training and management policy to give our staff the skills and support they need to do their job responsibly.
- **Procedure:**
 - Conduct initial training for all new staff members.
 - Provide ongoing training sessions every six months.
 - Cover topics such as age verification, managing intoxicated persons, record keeping, and noise management.

9. Promotion and Signage

- **Policy:** All of these services are well promoted, along with signage required under the Sale and Supply of Alcohol Act 2012.
- **Procedure:**
 - Display clear and visible signs promoting our host responsibility policies.
 - Ensure all required legal signage is in place and up to date.

10. Record Keeping

- **Policy:** Maintain accurate records for accountability and compliance.
- **Procedure:**
 - Keep a log of incidents involving refusal of service due to intoxication or lack of valid ID.
 - Record staff training sessions and attendance.
 - Maintain a record of all communications with the licensing authority and the community.

Conclusion

Please be our guest and take advantage of the services we offer. We pride ourselves on being responsible hosts.

The Management
The Furlong, Hawera

Policy and Training Manual for Compliance with the Sale and Supply of Alcohol Act 2012**Introduction**

This policy and training manual is designed to ensure that all staff members understand and comply with the Sale and Supply of Alcohol Act 2012. It outlines the procedures, systems, and training required to maintain compliance and promote responsible alcohol service.

Policy Statement

We are committed to promoting the responsible sale, supply, and consumption of alcohol. We aim to minimize alcohol-related harm and ensure a safe and enjoyable environment for all customers and the community.

Key Objectives

1. Ensure compliance with the Sale and Supply of Alcohol Act 2012.
2. Prevent the sale and supply of alcohol to minors and intoxicated persons.
3. Maintain accurate records and systems for accountability.
4. Promote responsible drinking practices.
5. Engage with the community to address concerns and minimize impact.

Systems and Procedures**1. Age Verification**

Objective: Prevent the sale of alcohol to minors.

Procedure:

- Request valid identification (ID) from any customer who appears under the age of 25.
- Acceptable forms of ID: Passport, Driver's License, or 18+ Card.
- Train staff to recognize valid ID forms and spot fake IDs.

Training Module: Recognizing Valid ID Forms and Spotting Fake IDs

Objective: Ensure that all staff members can accurately identify valid forms of identification and recognize fake IDs to prevent the sale of alcohol to minors.

Training Content:

1. **Introduction to ID Verification**
 - Importance: Understand the significance of ID verification in complying with the Sale and Supply of Alcohol Act 2012 and preventing alcohol-related harm.
 - Legal Requirement: All customers who appear to be under the age of 25 must provide valid identification before being served alcohol.
2. **Acceptable Forms of Identification**
 - Train staff to recognize the three types of valid ID:
 - Passport
 - Look for the official passport design.
 - Check for the presence of a photograph, date of birth, and passport number.
 - Ensure the passport is not expired.
 - Driver's License
 - Check for the official government-issued format.
 - Look for security features such as holograms and watermarks.
 - Verify the photograph, date of birth, and expiry date.
 - 18+ Card (or equivalent proof of age card)
 - Recognize the official design and security features.
 - Ensure the card includes a photograph, date of birth, and is not expired.
3. **Spotting Fake IDs**
 - General Tips:
 - Compare the person presenting the ID to the photograph on the ID.
 - Check the quality of the card (official IDs are made with high-quality materials).
 - Look for signs of tampering, such as uneven edges or bubbled laminate.
 - Detailed Checks:
 - Holograms and Watermarks: Shine a light on the ID to ensure holograms and watermarks are present and authentic.
 - Font Consistency: Check that the font used on the ID is consistent throughout.
 - Microprinting: Look for tiny text that is hard to replicate.
 - UV Features: Use a UV light to check for security features that are only visible under ultraviolet light.
4. **Steps for Verifying ID**
 1. Request the ID: Politely ask the customer for their ID if they appear to be under 25.
 2. Examine the ID: Follow the detailed checks above to ensure the ID is valid.
 3. Ask Questions: If you have any doubts, ask the customer questions about the details on the ID (e.g., their birthdate or address) to confirm their identity.
 4. Use Tools: Utilize any available tools, such as UV lights, to check for security features.
 5. Refuse Service if Necessary: If you are not satisfied with the authenticity of the ID, politely refuse service and explain the reason.
5. **Handling Refusal of Service**
 - Remain Calm and Polite: Explain that the law requires you to verify age and you cannot accept the ID presented.
 - Be Firm but Respectful: Stand by your decision but remain courteous to the customer.
 - Report Incidents: Log the incident in the record-keeping system, noting the details and any relevant observations.

Practical Exercise:

- Role-Playing: Staff members practice verifying IDs with each other using both real and fake IDs.
- Scenario-Based Training: Present various scenarios to staff members, requiring them to decide whether to accept or reject an ID and explain their reasoning.

Review and Assessment:

- Quiz: Administer a quiz to test staff understanding of valid ID forms and spotting fake IDs.
- Feedback: Provide feedback on their performance during role-playing and scenario exercises.

Conclusion:

- Reinforce Importance: Emphasize the importance of accurate ID verification in preventing underage drinking and ensuring compliance with the law.
- Continuous Improvement: Encourage staff to stay updated on new ID formats and evolving methods of ID fraud.

2. Managing Intoxicated Persons

Objective: Prevent the sale of alcohol to intoxicated persons.

Procedure:

- Train staff to recognize signs of intoxication.
- Refuse service to any person who appears intoxicated.
- Offer non-alcoholic beverages and assistance in arranging safe transport if needed.

Training Module: Managing Intoxicated Persons

Objective: Prevent the sale of alcohol to intoxicated persons and ensure a safe environment for all patrons.

Training Content:

- 1. Introduction to Intoxication Management**
 - Importance: Understand the legal and social responsibilities in preventing alcohol-related harm by not serving intoxicated individuals.
 - Legal Requirement: It is illegal to serve alcohol to a person who is visibly intoxicated under the Sale and Supply of Alcohol Act 2012.
- 2. Recognizing Signs of Intoxication**
 - Train staff to identify the common signs of intoxication, which include:
 - 1. Physical Appearance:**
 - Bloodshot or glassy eyes.
 - Flushed face.
 - Slurred speech.
 - Unsteady on feet or swaying.
 - 2. Behavioral Changes:**
 - Inappropriate or overly friendly behavior.
 - Aggressive or belligerent behavior.
 - Impaired judgment or confusion.
 - Difficulty in maintaining conversation.
 - 3. Coordination and Movement:**
 - Spilling drinks or knocking over objects.
 - Trouble walking straight or standing without support.
 - Slow or delayed reactions.
 - 4. Speech Patterns:**
 - Speaking loudly or with a raised voice.
 - Repeating themselves or not making sense.
 - Inability to follow or maintain a conversation.
- 3. Procedures for Managing Intoxicated Persons Step-by-Step Procedure:**
 - 1. Monitor Customers:**
 - Constantly observe patrons for signs of intoxication.
 - Rotate staff to ensure fresh perspectives and continuous monitoring.
 - 2. Assessment and Decision:**
 - If a staff member suspects a customer is intoxicated, discreetly assess the situation.
 - Confirm the signs of intoxication with another staff member if necessary.
 - 3. Refuse Service:**
 - Politely but firmly inform the customer that you cannot serve them any more alcohol.
 - Use phrases like, "For your safety and the safety of others, I'm afraid I can't serve you more alcohol."
 - 4. Offer Alternatives:**
 - Offer non-alcoholic beverages such as water, soda, or coffee.
 - Encourage the customer to stay and enjoy a non-alcoholic drink to sober up.
 - 5. Ensure Safe Transport:**
 - Offer to call a taxi, ride-sharing service, or a friend/family member to pick them up.
 - Provide information about public transportation options if available.
 - If the customer is resistant, enlist the help of a manager or security staff.
 - 6. Document the Incident:**
 - Record details of the incident in the incident log, including time, description of the customer, observed signs of intoxication, and actions taken.
 - Note the names of the staff members involved.
- 4. Handling Difficult Situations**
 - Stay Calm and Respectful: Maintain a calm demeanor and treat the customer with respect, even if they become confrontational.
 - Seek Assistance: If the situation escalates, seek help from a manager or security personnel.
 - Avoid Physical Confrontation: Never engage in physical confrontation. Prioritize safety and call for police assistance if necessary.

Practical Exercise:

- Role-Playing: Staff members practice identifying signs of intoxication and refusing service through role-playing scenarios.
- Scenario-Based Training: Present various scenarios where staff must decide the best course of action for dealing with an intoxicated person.

Review and Assessment:

- Quiz: Administer a quiz to test staff understanding of intoxication signs and appropriate management steps.
- Feedback: Provide feedback on their performance during role-playing and scenario exercises.

Conclusion:

- Reinforce Importance: Emphasize the importance of preventing alcohol-related harm and ensuring a safe environment.

- Continuous Vigilance: Encourage staff to remain vigilant and proactive in managing intoxicated patrons.

3. Record Keeping

Objective: Maintain accurate records for accountability and compliance.

Procedure:

- Keep a log of incidents involving refusal of service due to intoxication or lack of valid ID.
- Record staff training sessions and attendance.
- Maintain a record of all communications with the licensing authority and the community.

Training Module: Record Keeping

Objective: Maintain accurate records for accountability and compliance with the Sale and Supply of Alcohol Act 2012.

Training Content:

1. **Introduction to Record Keeping**
 - Importance: Understand the significance of maintaining accurate records to ensure compliance with legal requirements, support accountability, and improve business operations.
 - Legal Requirement: Licensees must keep detailed records of incidents, training, and communications to demonstrate compliance with the Act.
2. **Types of Records to Maintain**
 1. Incident Logs
 - Records of incidents involving the refusal of service due to intoxication or lack of valid ID.
 2. Training Records
 - Documentation of all staff training sessions and attendance.
 3. Communication Records
 - Records of all communications with the licensing authority and the community.
3. **Procedures for Maintaining Records Step-by-Step Procedure:**
 1. Incident Logs:
 - What to Record: Date, time, location, description of the incident, individuals involved, actions taken, and the name of the staff member handling the incident.
 - Format: Use a standardized form or logbook for consistency.
 - Storage: Keep incident logs in a secure, accessible location for reference and review.
 2. Training Records:
 - What to Record: Date, time, location, content of the training session, trainer's name, and names of attendees.
 - Format: Use a training attendance sheet and a summary of the training content.
 - Storage: Keep training records in a secure location and update them regularly.
 3. Communication Records:
 - What to Record: Date, time, method of communication (email, phone, meeting), summary of the discussion, individuals involved, and any follow-up actions.
 - Format: Use a communication log or file correspondence in a dedicated folder.
 - Storage: Keep communication records in a secure, organized manner for easy retrieval.
4. **Review and Update Records**
 - Regular Review: Periodically review all records to ensure they are up-to-date and accurate.
 - Updating Records: Promptly update records with any new incidents, training sessions, or communications.
5. **Security and Confidentiality**
 - Access Control: Limit access to records to authorized personnel only.
 - Confidentiality: Ensure that all records are kept confidential and comply with privacy regulations.

Practical Exercise:

- Record Keeping Simulation: Staff members practice filling out incident logs, training attendance sheets, and communication logs using sample scenarios.
- Review Sessions: Periodically review records with staff to ensure accuracy and completeness.

Review and Assessment:

- Quiz: Administer a quiz to test staff understanding of record-keeping requirements and procedures.
- Feedback: Provide feedback on their record-keeping practices during practical exercises.

Conclusion:

- Reinforce Importance: Emphasize the importance of maintaining accurate records for legal compliance and operational efficiency.
- Continuous Improvement: Encourage staff to continuously improve their record-keeping practices and stay updated on any changes in legal requirements.

4. Noise Management

Objective: Minimize noise impact on the community.

Procedure:

- Conduct regular noise level checks during events.
- Inform neighbors in advance of any event that may generate noise.
- Implement soundproofing measures where necessary and feasible.

Training Module: Noise Management

Objective: Minimize the noise impact on the community to maintain good relations and ensure compliance with local regulations.

Training Content:

1. **Introduction to Noise Management**
 - Importance: Understand the significance of noise management in creating a positive community environment and preventing

- complaints.
 - Legal Requirement: Comply with local noise ordinances and regulations to avoid fines and maintain the goodwill of the community.
- 2. **Procedures for Noise Management Step-by-Step Procedure:**
- 1. Conduct Regular Noise Level Checks:
 - Frequency: Perform noise checks at the start of the event, periodically during the event, and at peak noise times.
 - Tools: Use a sound level meter to measure decibel levels.
 - Standards: Ensure noise levels do not exceed local regulatory limits.
- 2. Implement Soundproofing Measures:
 - Assessment: Identify areas where soundproofing is necessary.
 - Measures: Install acoustic panels, soundproof windows, and doors. Use heavy curtains and carpets to absorb sound.
 - Feasibility: Consider cost and effectiveness when choosing soundproofing measures.
- 3. **Handling Noise Complaints Procedure for Handling Complaints:**
 - Receive Complaint: Politely and promptly acknowledge any noise complaint received from neighbors.
 - Investigate: Check noise levels and identify the source of the complaint.
 - Respond: Inform the complainant of the findings and actions taken to mitigate noise.
 - Log Complaint: Record the complaint and resolution in the communication log for future reference.
- 4. **Training Staff on Noise Management Training Content:**
 - Importance of Noise Management: Explain the impact of noise on the community and the importance of compliance.
 - Use of Equipment: Train staff on how to use sound level meters and interpret readings.
 - Communication: Teach staff how to effectively communicate with neighbors and handle complaints.

Practical Exercise:

- Noise Level Measurement: Staff members practice using sound level meters and recording readings.
- Role-Playing: Conduct role-playing exercises where staff handle mock noise complaints from neighbors.

Review and Assessment:

- Quiz: Administer a quiz to test staff understanding of noise management procedures and tools.
- Feedback: Provide feedback on their performance during practical exercises and role-playing.

Conclusion:

- Reinforce Importance: Emphasize the importance of minimizing noise impact on the community.
- Continuous Improvement: Encourage staff to continuously monitor and improve noise management practices.

5. Staff Training

Objective: Ensure all staff are trained and aware of their responsibilities.

Procedure:

- Conduct initial training for all new staff members.
- Provide ongoing training sessions every six months.
- Cover topics such as age verification, managing intoxicated persons, record keeping, and noise management.

Training Module: Staff Training

Objective: Ensure all staff are trained and aware of their responsibilities in compliance with the Sale and Supply of Alcohol Act 2012.

Training Content:

1. **Introduction to Staff Training**
 - Importance: Understand the critical role of training in maintaining compliance, ensuring customer safety, and promoting responsible alcohol service.
 - Legal Requirement: All staff must be knowledgeable about their responsibilities under the Sale and Supply of Alcohol Act 2012.
2. **Training Procedures Step-by-Step Procedure:**
1. Conduct Initial Training for All New Staff Members:
 - Orientation: Provide an overview of the business, its values, and the importance of compliance with the Sale and Supply of Alcohol Act 2012.
 - Topics Covered:
 - Age verification procedures.
 - Managing intoxicated persons.
 - Record keeping.
 - Noise management.
 - Materials Provided: Training manual, relevant forms, and checklists.
 - Assessment: Administer a quiz or practical test to ensure understanding.
2. Make the training available to staff online:
 - To refresh and update staff knowledge.
 - Content: Review key procedures and introduce any updates or changes in regulations.
 - Engagement: Use interactive methods such as role-playing, scenario-based training, and group discussions.
3. **Training Topics Covered:**
 - Age Verification:
 - Recognizing valid forms of ID.
 - Spotting fake IDs.
 - Steps to verify age and handle refusals.
 - Managing Intoxicated Persons:
 - Identifying signs of intoxication.
 - Procedures for refusing service.
 - Offering alternatives and ensuring safe transport.
 - Record Keeping:
 - Importance of accurate records.
 - Logging incidents, training sessions, and communications.
 - Maintaining confidentiality and security of records.

- Noise Management:
 - Conducting noise level checks.
 - Informing neighbors and handling complaints.
 - Implementing soundproofing measures.
- 4. **Training Documentation**
 - Maintain Records of All Training Sessions:
 - Attendance Sheets: Record names of attendees, date, and time of the training.
 - Training Content: Document the materials covered, handouts provided, and key points discussed.
 - Assessments: Keep records of quizzes, tests, and feedback provided to staff.
- 5. **Review and Continuous Improvement**
 - Feedback Collection: Gather feedback from staff on the effectiveness of training sessions and areas for improvement.
 - Regular Updates: Update training materials regularly to reflect changes in regulations and best practices.
 - Performance Monitoring: Monitor staff performance and provide additional training or support as needed.

Practical Exercise:

- Role-Playing: Staff members practice scenarios related to age verification, managing intoxicated persons, and noise management.
- Case Studies: Discuss real-life incidents and best practices for handling similar situations.

Review and Assessment:

- Quiz: Administer a quiz to test staff understanding of their responsibilities and procedures.
- Feedback: Provide constructive feedback on their performance during practical exercises.

Conclusion:

- Reinforce Importance: Emphasize the importance of training in ensuring compliance and promoting a safe, responsible environment.
- Encourage Ongoing Learning: Motivate staff to continuously improve their knowledge and skills.

6. Role of Duty Managers

Objective: Ensure that duty managers understand their responsibilities, maintain compliance during their shifts, and effectively report and log incidents.

Training Module: Role of Duty Managers

[Click here to appoint Duty Managers and to follow our process](#)

Objective: Ensure that duty managers understand their responsibilities, maintain compliance during their shifts, and effectively report and log incidents.

Training Content:

1. **Responsibilities of Duty Managers** Duty managers play a crucial role in overseeing the operations of licensed premises and ensuring compliance with the Sale and Supply of Alcohol Act 2012. Their key responsibilities include:
 1. Supervision:
 - Oversee the service of alcohol and ensure that all staff comply with legal requirements and company policies.
 - Monitor the behavior of patrons and staff to maintain a safe and responsible environment.
 2. Age Verification:
 - Ensure that staff verify the age of customers who appear to be under 25.
 - Provide guidance and support to staff when handling age verification issues.
 3. Managing Intoxicated Persons:
 - Supervise staff in identifying and managing intoxicated patrons.
 - Make final decisions on refusing service and arranging safe transport for intoxicated individuals.
 4. Record Keeping:
 - Ensure that all incidents, training sessions, and communications are accurately recorded.
 - Maintain and update records as required by company policy and legal requirements.
 5. Noise Management:
 - Conduct regular noise level checks during events.
 - Ensure that noise levels comply with local regulations and address any complaints from neighbors promptly.
2. **Ensuring Compliance During Their Shift Step-by-Step Procedure:**
 1. Pre-Shift Briefing:
 - Review key policies and procedures with staff before the shift begins.
 - Discuss any specific events or potential issues that may arise during the shift.
 2. Active Monitoring:
 - Continuously monitor the premises, both inside and outside, to ensure compliance with all legal and company requirements.
 - Use checklists to ensure all areas are covered.
 3. Incident Management:
 - Address any issues or incidents immediately, ensuring that they are resolved in accordance with company policy and legal requirements.
 - Support staff in handling difficult situations and provide guidance as needed.
 4. Staff Support and Training:
 - Provide ongoing support and training to staff during the shift.
 - Ensure that all staff understand their responsibilities and know how to handle various situations.
3. **Reporting and Logging Incidents Step-by-Step Procedure:**
 1. Immediate Action:
 - Take immediate action to resolve the incident, ensuring the safety and compliance of the premises.
 - Ensure that all relevant details are noted down promptly.
 2. Incident Log:
 - Record the incident in the incident logbook, including the date, time, description of the incident, individuals involved, actions taken, and the outcome.
 - Ensure the log is clear, concise, and accurate.
 3. Communication with Authorities:
 - Report significant incidents to the relevant authorities (e.g., police, licensing authority) as required.
 - Maintain a record of all communications with authorities, including date, time, method of communication, and summary of the discussion.
 4. Follow-Up:
 - Review incidents with staff to identify any areas for improvement and provide additional training if necessary.
 - Ensure that any follow-up actions required are completed and documented.

Practical Exercise:

- Role-Playing: Duty managers practice handling various scenarios, including age verification issues, managing intoxicated persons, and dealing

with noise complaints.

- Incident Logging: Practice filling out incident logs based on hypothetical situations to ensure accuracy and completeness.

Review and Assessment:

- Quiz: Administer a quiz to test duty managers' understanding of their responsibilities and procedures.
- Feedback: Provide constructive feedback on their performance during practical exercises and role-playing.

Conclusion:

- Reinforce Importance: Emphasize the critical role of duty managers in maintaining compliance and ensuring a safe environment.
- Continuous Improvement: Encourage duty managers to continuously improve their skills and knowledge.

Appendices

A. Contact Information for Local Authorities

- **Local Licensing Authority:** 0800 111 323
- **Police Department:** 04 910 5105
- **Council Noise Control:** 0800 111 323

Example Logs as described above:-

Incident Log Entry				
Date	Time	Location	Incident Description	Detailed Description
8/04/2023	9:00 pm	The Furlong	Noise Complaint	During a private 21st birthday performed a Haka which complied promptly when levels.
6/10/2023	10:30 pm	The Furlong	Refusal of service to an intoxicated person	Customer displayed signs speech, unsteady on feet alcohol service and offered for safe transport.
2/12/2023	11:00 pm	The Furlong	Eviction of unruly guests	Two guests were found violent. They were evicted from the premises. Transport arrangements were made for their departure.
23/12/2023	10:19 pm	The Furlong	Noise Complaint	Neighbor Claire West reported the event. Immediate steps were taken to reduce the sound by requesting volume and closing the bar.

Pre-Shift Checklist In line with the					
Date	Shift Start Time	Licence/ Host Responsibility Displaying	Current Duty Manager Sign Up ?	non- Alcoholics and Water Available ?	Host Responsibility Confirmed
23/12/2023	4:00 pm	Yes	Yes	Yes	Yes
6/10/2023	4:00 pm	Yes	Yes	Yes	Yes
2/12/2023	4:00 pm	Yes	Yes	Yes	Yes
8/04/2023	4:00 pm	Yes	Yes	Yes	Yes

Noise Level Check Log					
Date	Event	Time	Noise Level	Checked by	
6/10/2023	Example	9:00 pm	Noise not heard from outside, noise level checked on phone all at 65 db	Bhavin Desai	With limit

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Noise Complaint Log					
Date	Time	Complainant	Complaint Description	Action Taken	Handled by
		Bhavin Desai			
23/12/2023	10:27pm	Claire West, 8 County Drive	Excessive noise from event	Closed back door, pulled all patrons inside	Bhavin Desai

Communication Log Entry					
Date	Time	Method	Summary of Discussion	Follow-up Actions	Staff

Date	Training Session	Trainer	Attendees (Name and Signature as applicable)					
			Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Introduction to the Sale and Supply of Alcohol Act 2012	Bhavin Desai						
15/03/2024	Age Verification	Bhavin Desai						
15/03/2024	Recognizing Valid ID Forms	Bhavin Desai						

District Licensing Committee - Appendices

15/03/2024	Managing Intoxicated Persons	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Record Keeping	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Noise Management	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
	LCQ Held ?		Jatinder Singh		Malkeet Singh		Bhavin Desai	

By following this comprehensive policy and training manual, The Furlong will ensure compliance with the Sale and Supply of Alcohol Act 2012 and promote a safe and responsible environment for all patrons.

Record of Training

Date	Training Session	Trainer	Attendees (Name and Signature as applicable)
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District Licensing Committee - Appendices

15/03/2024	Introduction to the Sale and Supply of Alcohol Act 2012 and our Host Responsibility Policy	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Age Verification	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Recognizing Valid ID Forms	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Managing Intoxicated Persons	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Record Keeping	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Noise Management	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
	LCQ Held ?		Jatinder Singh		Malkeet Singh		Bhavin Desai	

Noise Complaint Log					
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Date	Time	Complainant	Complaint Description	Action Taken	Handled by
23/12/2023	10:30 pm	Claire West, 8 County Drive	Excessive noise from event	Checked noise levels, lowered volume, informed complainant	Bhavin Desai



Incident Log Entry					
Date	Time	Location	Incident Description	Detailed Description	Staff Involved
8/04/2023	9:00 pm	The Furlong	Noise Complaint	During a private 21st birthday party, a group performed a Haka which caused some noise. They complied promptly when asked to reduce noise levels.	Bhavin Desai
6/10/2023	10:30 pm	The Furlong	Refusal of service to an intoxicated person	Customer displayed signs of intoxication (slurred speech, unsteady on feet). Refused further alcohol service and offered water. Arranged taxi for safe transport.	Bhavin Desai
2/12/2023	11:00 pm	The Furlong	Eviction of unruly guests	Two guests were found vaping on the premises. They were evicted from the event and arrangements were made for their safe departure.	Bhavin Desai
23/12/2023	10:19 pm	The Furlong	Noise Complaint	Neighbor [REDACTED] reported hearing noise from the event. Immediate steps were taken to reduce the sound by requesting musicians to lower volume and closing the back door to contain the noise.	Bhavin Desai

Pre-Shift Checklist In line with the Sale and Supply of Alcohol Act 2012											
Date	Shift Start Time	Licence/ Host Responsibility Displaying	Current Duty Manager Sign Up ?	non- Alcoholics and Water Available ?	Host Resposibility Confirmed	Noise Level App Operational	Staff Briefing Completed	Ensured no Untrained Staff on Floor serving alcohol ?	Transport Options Available ?	Food Available ?	Manager Signature
23/12/2023	4:00 pm	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bhavin Desai
6/10/2023	4:00 pm	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Tyron Pickering
2/12/2023	4:00 pm	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bhavin Desai
8/04/2023	4:00 pm	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Dipan Parekh

Noise Level Check Log					
Date	Event	Time	Noise Level	Checked by	Comments
6/10/2023	Example	9:00 pm	Noise not heard from outside, noise level checked on phone all at 65 db	Bhavin Desai	Within acceptable limits

Noise Complaint Log					
Date	Time	Complainant	Complaint Description	Action Taken	Handled by
		Bhavin Desai			
23/12/2023	10:27pm	Claire West, 8 County Drive	Excessive noise from event	Closed back door, pulled all patrons inside	Bhavin Desai

Date	Training Session	Trainer	Attendees (Name and Signature as applicable)					
15/03/2024	Introduction to the Sale and Supply of Alcohol Act 2012	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Age Verification	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Recognizing Valid ID Forms	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Managing Intoxicated Persons	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Record Keeping	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
15/03/2024	Noise Management	Bhavin Desai	Jatinder Singh	Praveen Kher	Malkeet Singh	Sandeep Kaur	Bhavin Desai	Seema Desai
	LCQ Held ?		Jatinder Singh		Malkeet Singh		Bhavin Desai	

24 January 2024

Automator Limited

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear owner

Excessive and Unreasonable Noise

Council has received a number of complaints regarding noise from your property at 256 Waihi Road, Hāwera.

The majority of these complaints have been upheld by the attending Enforcement Officer and Excessive Noise Direction Notices has been served requiring the noise to be abated for 72 hours.

Due to the ongoing nature of the noise events that exceed the permitted noise limits, Council advises that you obtain a resource consent to address the non-compliance with the Noise Rule 11.2.4(3).

The District Plan has specific noise requirements for the Commercial Zone and noise limits between the boundary of Commercial and Residential Zones:

Rule 11.2.4(3)	Noise generated by any activity in the Commercial Zone shall not exceed the following limits when measured at or within the boundary of any Rural Zoned site, or Residential Zoned site:
	Residential Zoned site:
	7am to 7pm 50dB LAeq (15 min)
	7pm to 10pm 45dB LAeq (15 min)
	10pm to 7am 40dB LAeq (15 min)
	10pm to 7am 70dB LAmx

Should another complaint be received by Council, this will result in an abatement notice being served on the property.

This letter shall also be provided to other interested parties, those being the occupant(s) of the property.

Should you have any questions please feel free to get in touch.

Regards



Reginald Korau
Planning Team Lead

planning@stdc.govt.nz



Inspectors Report

Sale and Supply of Alcohol Act 2012

To	The District Licensing Committee
From	Samuel Geers – Licensing Inspector
Date	08 April 2024
Subject	Application for On Licence
Applicant Name	Deal Busters Limited

EXECUTIVE SUMMARY

A renewal application for a Tavern styled On Licence was received by the South Taranaki District Licensing Committee on the 26/01/2024.

The applicant seeks the same terms and conditions as the licence currently in force on the premises. I consider that the sale and supply of alcohol under these conditions is consistent with the purpose of the Act and meets the criteria at section 105 of the Sale and Supply of Alcohol Act 2012.

No opposition or concerns have been raised by any of the reporting agencies.

APPLICATION

This is a renewal application for an On Licence.

The general nature of the business conducted under the licence is a Tavern.

The following certificated managers are employed at the licensed premises:

Bhavin Kumar Vinodbhai Desai (35/CERT/009/2024)

The applicant has stated he has employed Jatinder Singh and that Mr Singh has applied for a Managers Certificate with STDC. No application has been received.

APPLICANT

The applicant is a private company: Deal Busters Limited

The contact for the premises is: Bhavin Desai

The applicant is aware of its responsibilities under the Sale and Supply of Alcohol Act 2012.

There is no reason to believe that Deal Busters Limited is not a suitable applicant to hold a liquor licence.

PREMISES

The premises are situated at: 256 Waihi Road, Hawera.

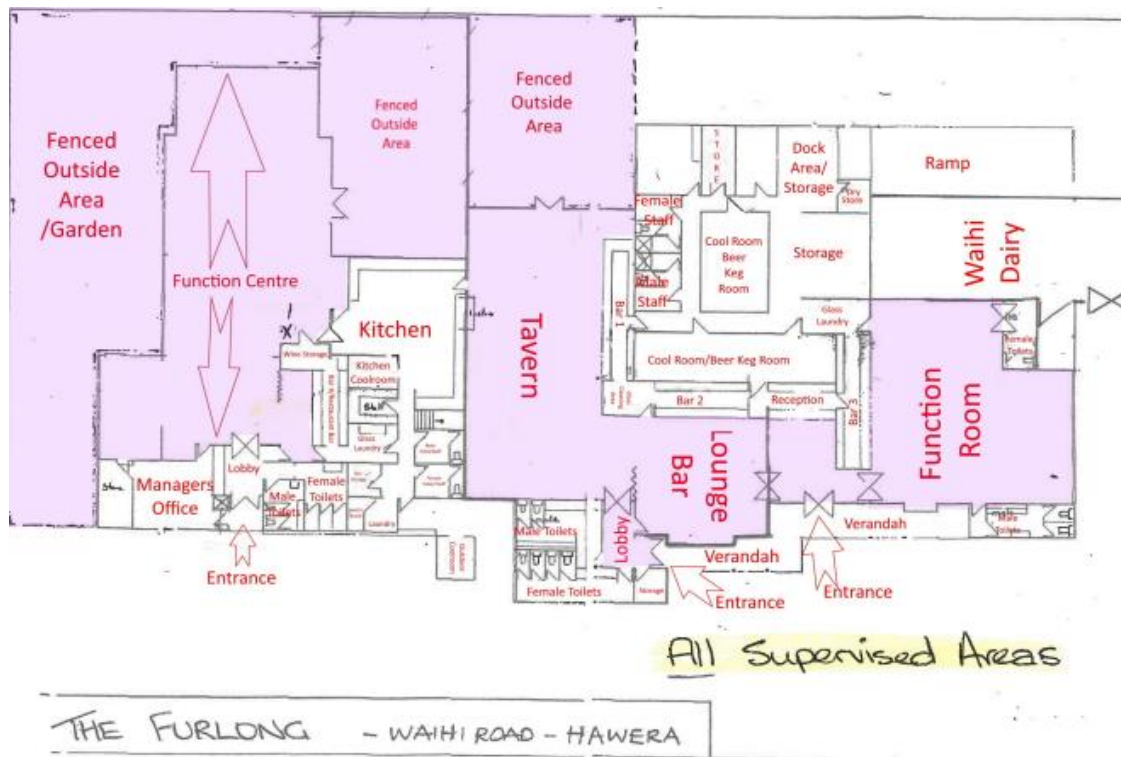
The principal entrance is accessed from Waihi Road.

The premises trades as: The Furlong Motel.

The applicant owns the premises.

The Tavern area has been recently renovated and has been used for several events.

The Tavern area leads to an outside lawn area which backs onto a residential property in County Drive.



There is no opposition to the design and layout of the premises.

CRITERIA FOR ON LICENCE

(a) Object of the Act:

The applicant proposes to conduct the sale, supply and consumption of alcohol in a safe and responsible manner.

(b) Suitability of applicant:

We have no adverse reports concerning the suitability of the applicant to hold a liquor licence.

(c) Local Alcohol Policy:

South Taranaki District Council does not have a current Local Alcohol Policy.

(d) Days and hours:

Monday to Sunday 8.00am to 2.00am.

The hours applied for are within the default trading hours.

(e) Design and layout:

Exits are clear and signage is visible. The service desk is situated by the public entrance. The building meets the design and layout requirements.

(f) Sale of goods/services:

The applicant is not engaged in the sale or supply of any goods or services other than the sale of liquor, household items and food.

(g) Amenity and good order:

There have been several complaints of noise coming from the premises in the last 12 months.

Carelene Hill (Previously the Environmental Monitoring Officer) received a complaint on 12 September 2023, in relation to power tools being used late at night, parties being held at the venue and very bright lights being set up outside the venue. Mrs. Hill and Sam Geers (Licensing Inspector) visited Mr. Desai to discuss the noise issues, the proximity of the residential zone and to potentially install acoustic dampening to help mitigate the noise levels.

An Excessive Noise Direction was issued on 23 December 2023 at 11.00pm during the event 'Chrissy Hissy'.

A letter from the Planning Department was sent to the applicant on 24 January 2024 to address ongoing noise complaints. The letter which will be attached to this report advises the applicant to obtain a resource consent to address the non-compliance with Noise Rules 11.2.4.(3) set out in the District Plan.

(h) Compliance:

It has been confirmed by the applicant that **one** manager is currently employed. For the size of the venue and the days and hours applied for, the Inspector believes more than one manager should be employed.

The applicant does not appear to have appropriate systems, staff, and training to comply with the law.

OBJECTIONS

The application was publicly notified in the South Taranaki Star on 22/02/2024. A second public notification occurred in the South Taranaki Star on 29/02/2024.

No objections have been received following the public notification.

REPORTS

Police have not reported opposition to the application.

The Medical Officer of Health has not reported opposition to the application.

The Inspector raises some concerns with the application.

CONDITIONS

The renewal application has been made seeking no change to the current hours which are:
8.00am to 2.00am.

The areas of the premises to be designated as **Supervised** are: Whole of premises.

The conditions sought are consistent with the style of licence sought.

RECOMMENDATION

As the Licensing Inspector, having considered the application, I have raised some concerns to the application made by Deal Busters Limited. I would like the District Licencing Committee to decide on whether to grant this licence and if granted, applying applicable conditions to the issuing licence.

Yours faithfully



Sam Geers
Environmental Health Officer

Document One: Signage photos. No bar hours or days displayed

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Old sign from when Shads Buffet was operating at the site.

Before the South Taranaki District Licencing Committee

Application Number: ALC-860

Under the Sale and Supply of Alcohol Act 2012 ("**the Act**")

In the matter of

An application for renewal of an on-licence by Deal Busters Limited in respect of premises located at 256 Waihi Road, Hawera

MINUTE OF THE SOUTH TARANAKI DISTRICT LICENSING COMMITTEE

1. An application has been received from Deal Busters Limited, for a renewal of a Tavern On-licence at 256 Waihi Road, Hawera.
2. The Committee needs to examine the issues raised, and the application will need to be determined by a full quorum of the Committee at a public hearing.
3. To enable proper examination of the issues, further information is required from the applicant on the following matters:

- a. In the application, the applicant provided a statement that:

“The building has an approved evacuation scheme which meets the requirements under section 76 of the Fire and Emergency New Zealand Act. And; Evacuations have been undertaken at intervals not exceeding 6 months, and these have been formally reported to Fire and Emergency NZ”

Fire and Emergency Inspector Andrew Cotter has provided a response to the application which identified the following areas of non-compliance:

- i. Overdue trial evacuation for the building (last reported trial evacuation occurred on 1 August 2023);
- ii. Obstructed manual call point for the fire alarm in the kitchen;
- iii. Missing glass in the fire alarm call points in the bar and function room;
- iv. Doors to the rear of the bar area were tied shut; and
- v. Lack of smoke detectors in the office area and elsewhere in the building.

Non-compliance with fire precaution requirements can endanger the safety of persons using the premises and can result in suspension of a licence (s.286 of the Act). It is relevant to the design and layout out of the premises (s.105(1)(e)) and the suitability of the applicant (s.105(1)(b)).

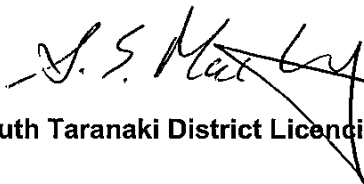
- b. In the application, the applicant stated that there would be two duty managers, Mr Bhavin Kumar Vinodbhai Desai and Mr Jatinder Singh. The applicant stated that Mr Singh has applied for a manager's certificate and is awaiting an outcome.

The Licensing Inspector has stated in his report that no application for a manager's certificate for Mr Singh has been received by the Council. He also states that there is only one duty manager employed for the premises, which he considers to be inadequate for the size of the venue and the days and hours applied for. In view of this, the Inspector has raised concerns that the applicant does not have appropriate systems, staff and training to comply with the law (s.105(1)(j) of the Act).

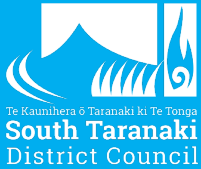
- c. The Licensing Inspector has raised concerns about amenity and good order and has referred to several complaints of noise coming from the premises in the past 12 months. The applicant has not provided any noise management plan or information about how it proposes to address noise emanating from the premises other than a statement that it will advise patrons to keep the sound in line with council requirements.

4. The Committee requests that the applicant provide the following additional information within 20 working days:
 - a. Evidence of compliance with the trial evacuation requirements and remediation of the other fire safety hazards identified by the Fire and Emergency Inspector;
 - b. Evidence that an application for a manager's certificate was submitted on behalf of Mr Jatinder Singh to the Council;
 - c. Staffing rosters for the past 12 months showing the staff and duty manager working at the premises during opening hours; and
 - d. A noise management plan addressing how the applicant proposes to comply with district plan noise requirements.
5. A notice of hearing will be issued following the receipt of the requested information or at the end of the 20 working days, whichever is sooner.

Dated at Hāwera this 10th Day of May 2024



South Taranaki District Licensing Committee



Karakia

6. Karakia

6

Ruruku Whakakapi – Closing Prayer

Unuhia, unuhia

Unuhia ki te uru tapu nui

Kia wātea, kia māmā te ngākau, te
tinana, te wairua i te ara takatū

Kia wātea, ka wātea, āe rā, kua wātea

Rire rire hau pai marire!

Draw on, draw on,

Draw on the supreme sacredness

*To clear, to free the heart, the body and the
spirit of mankind*

To be clear, will be clear, yes is cleared.

Deeply in peace!