

Mr Malkeet Singh



2nd April 2020



Dear Sirs,

We email with reference to recent correspondence we have received dated 24/03/2020 from the Leeds City Council Licensing and Registration Services.

The letter details a responsible authority has made an application under section 51 of the Licensing Act 2003 to conduct a review of our premise's alcohol licence at the following address;

Neil's Superstore
9-11 Reginald Row
Chapelton
Leeds
LS7 3HP

License number : PREM/01437

License Holder : Malkeet Singh

We are emailing you directly as we wish to express our deepest concerns in respect of the application and more importantly the conduct of the officers who have handled this matter. The concerns are particularly in relation to both **PC 4198 Andrew Clifford** who we believe is the investigating officer and **PC 2745 Mark Searle** who we believe is the officer who has made the application to the Leeds City Council.

The application centres around a crime which is suggested to have occurred on 31/01/2020 at sometime in the evening of the said date. The crime involved was in relation to the armed robbery involving about 8 youths who had stolen various items from a couple in a graveyard, the items including payments card(s) and mobile phone(s) we assume.

Our concerns are firmly against the allegations made by both officers, they have expressed within the documentation we have received that we are working in **collusion** with the accused and that we have also **conspired** with them too, both these statements made are grossly denied and believe making such statements against us is a deformation of our character without any merit and or proof whatsoever.

The first time we were alerted to such an incident that occurred was upon review of the letter we received from the Leeds City Council. We were deeply concerned to learn that some of our customers had conducted such actions which is wholly unacceptable. As a result, we have banned all concerned parties from entering our premises ever again and made it abundantly clear to them why we have decided to take such draconian actions against them too. This is an action we have taken with various customers both historically and will continue to do so going forward too. Under no circumstances do we tolerate any such actions/behaviour from any person(s), and we will always do

our utmost to ensure the communities that we operate and serve within we do our part to maintain the safety of the public, our staff and our customers.

We have operated out of 9-11 Reginald Row for just over 27 years, we have seen our fair share of public disorders and made a conscience effort to work with the police to assist wherever we can. We have provided evidence both by way of a written statements and from our CCTV to the Police to use on many, many occasions to assist with any prosecutions they are pursuing. Please check you records for the number of occasions where we have assisted and, as said previously, we will always continue to do so. This is a clearly against the grain of the picture that has been painted by both officers involved in case, this is where our concerns originate from.

Remaining with the above, not only have we assisted West Yorkshire Police for many, many years we too have been victims of two armed robberies within our premises. Both incidents were quite upsetting and took a toll on both the staff and our families, however we choose to still operate under such risky circumstances as otherwise the criminals would win at a detriment to both our staff and our families which is simply not right.

Over the two plus decades we have worked with many PCSO, PC, DC, DCI, Superintendants, Inspectors and Commissioners where they have approached us to assist where we can with public disorders which have taken place in both the Sholebroke and Mexborough areas of Chapeltown. We have allowed Police to stand in our shop and work with us to ensure the local community is aware the area is well Policed and that we assist the Police where we can. We have received many, many thanks and accommodations from the Police with the assistance we have provided over many, many years where they have confirmed our assistance has helped to both prosecute and disrupt social misconduct in the wider area.

Over the last couple of years, the Policing in the area has dropped and was a concern to us. We note this is most probably down to the cuts the force is facing and other areas are more of the concern to them than ours. However, we have still felt vulnerable and therefore upped the number of staff we have to operate at certain times of the day and also increased our level of security too. All these measures have been taken to protect us, our staff, the communities we operate within and serve and of course the Police with any assistance they may require in the future.

Given the close relationship we believe we have built with the Police over the number of years we are not inclined to make a formal complaint, as yet, against the officers involved in the matter under review. We wish to take a more informal route with speaking and working with you to address any concerns you have seen and or highlighted that you believe need addressing.

We would like to note for the record we have never ever had either our premises and or personal license reviewed historically, this is the first and only instance of the same. The Police have never ever expressed any concerns with our operation under the licensing rules and neither have the Police ever questioned and or assisted us on the same, how can it be right on the first instances, which is misguided, such actions is being taken? Please can you confirm if any instances of anti social behaviour have ever been reported as result of our premises and or our conduct as license holders?

In order to provide you with further details of our informal complaint we list these as follows;

1. The officers have expressed we are working in **collusion** with the accused in this case. Where is this evidence, if this is the case why have we not been arrested in connections to the offence(s) that have taken place? We find this statement both defamatory and lacking in any evidence and or merit.

2. The officers have expressed we have **conspired** with the accused in this case. Again, as per point one, where is the evidence, why have we not been questioned and or arrested in relation to such allegations made? Again, we find this statement both defamatory and lacking in any evidence and or merit.
3. The pack which has been provided to us by the force identifies the victim as [REDACTED] we believe this information should not have been disclosed to us, therefore presume some action needs to be taken to advised the victim that an alleged 'accused' is aware of who they are? This surely is not right and confirms the officers in connections to this investigation have clearly not carried out their duties with proper dual diligence and done what is expected of them to the correct standard. This then begs the questions, what else have they done which fall short of the required standards of them?
4. The statements provided suggest the number of payment transactions have been made at our premises. Both officers seem to not be sure how many transactions, it's been sighted within statements and open correspondence as less than 30, 29 and 25. Under PACE rules does this not have to be specific? Again, demonstrating to us we do not believe the officers concerned have operated within the standards expected of them and thus causes us concerns that we are simply and most probably being used as a tool to demonstrate in some sub-standard way to the victim that the Police are using all powers available to them to bring the accused to justice. However, we are not the accused here we seem to have been dragged into this in relation to the crime that has nothing to do with us, the initial crime did not occur anywhere near the vicinity of our premises, therefore how can we be involved? Please note we are currently making enquiries with our Merchant provider to confirm the number of transaction this matter is in connection with because the various figures quoted, at first review, do not seem to add up with what our records show.
5. The officers state we do not check the age of customers when we sell alcohol, this is both untrue and completely unfounded. The two customers we served on the day and time under review, we have checked the ID's of both historically. As far as we are aware both are over the age of 18. One of the customers has shown us his passport historically and other his student card which both confirmed they was over the age of 18. The law and or licensing regulation do not impose upon us to check someone's age when we have verified this previously and or historically, unless you can tell us differently or we are mistaken with the law and or licensing regulation? The officers have therefore assumed, and this being to our potential detriment, that we do not check for ID when selling alcohol. Had the officer aimed to work with us in connections to the incident we would have made them aware of this, however for whatever reason the officer chose not to, again we believe this falls quite short of the standard which are expected of them.
6. The officers state we allow payment methods to be passed between customers to use at their will, this is true and we confirm we do, however only in circumstances where we know authority had been provided by one to the other, which is the case in this matter. What

failings and or law/regulations has been broken? This is not clear within the application and or officers' statements provided, again this falls short of the standards we would expect from such officers when attempting to take such action against our livelihoods.

7. Remaining with point 6, we have customers that often come into our shop to use parents, siblings and friends' cards to make payments, we have always asked if they have authority. Even in the matter under review you can clearly see Malkeet Singh checked who's card was being used to buy goods, does this not demonstrate we are doing all we can to prevent crime and or fraud? However, on a side note we would like to add after reviewing the footage you have provided, we have spoken to the shop assistance and asked that he be more prudent when taking multiple payments from one customer to ask the question.
8. The officers state we take multiple transactions after transaction in a short period of time. This is true, however it's no different to any other day, this is a frustration of ours and has been for many, many years, we ask customers to simply buy all what they need and make one transaction, as not only does it cost us per transaction but it also takes up more of our time and slows down how quickly we can serve other customers. We have customers that come in and buy a can of coke, then come back in 5 minutes later and buy some cigarettes, then come again 5 minutes later and buy some alcohol, although we find it strange and any onlooker would too, we have seen this type of customers behaviour for over 20 years so are used to it. The officers suggest, in their opinion, this is strange customer behaviour, however they have not worked in our premises and probably in any retail jobs themselves, therefore how can they make such statements? Again, had they worked with us as opposed to take the action they have we could have explained this to them.
9. The officers state that we and the accused have some type of understanding between us as we allow them to stand aside for us to serve other customers before them. This is quite common at Neil Superstore most customers know each other and are quite easy going to allow others to be served before them. Likewise, given the many number of years we have operated in the area we know all our customers by name and try and build repour where we can, this is both from a customer service point of view and also to ensure we maintain a good public opinion outlook. The officers suggest that this makes us complicit and co-conspirers to the crime, this is completely unfounded and untrue. If we speak to the someone who have conducted a crime, we don't know they have, we know them as someone else, not everyone knows everyone as well as they should, how can we be held responsible for other peoples action and or for not knowing who they really are? Again, had the officers worked with us before taken the action they have against us, we could have explained this as we are now.
10. The officers allege we allow social disorder outside the premises and likewise alleged the youths concerned were allowed to mill around the shop. This is not true, we do not allow any one to mill around the shop, we have always moved any groups on who try and attempt to do the same. Again, the officers have made this statement without any proof or merit, again falling short of the standards expected of them.

11. The officers statements and or open correspondence allege we openly allow customers to smoke cigarettes in our premises; again this is not true and unfounded. The incident in question as seen on the footage confirms a customer asks for a lighter for his cigarette, the assistance provides him with one and asks he lights the cigarette outside the shop and throw the lighter back. We know this is said as we have, on many occasions being asked by customers for a light and we always say the same on every occasion. On this occasion the customer, as seen in the footage, takes the lighter, starts to walk towards the exit door, as he approaches the exit door he lights the cigarette, this is absolutely not in our control if the customer chooses to do this, we can only but have a strong word which we do if this instance should ever happen again. Again, had the officers worked with us, this would have been explained to them.

As we have said previously, we are not here to work against the greater good, however we have been deeply hurt by the actions the officers have taken against us. We would like this matter to be reviewed and for someone to contact us to discuss the same as a matter of urgency.

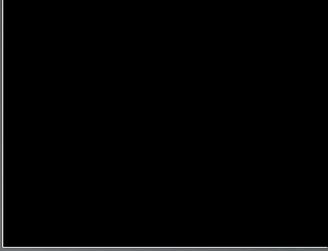
We have been informed the Leeds City Council will be conducting a review of my Premises License shortly, therefore time is of the essence to resolve these issues and as potential resolution to our informal complain is the application submitted to the council is withdraw and we work together to tackle any concerns you have.

We have not submitted any of the above formally to the Leeds City Council to consider as part of their review, however we have CC'd in the Principle License Officer, Matthew Nelson, so he is aware of what action(s) we are taking. We believe the matter can be resolved without the Leeds City Council reviewing the same, however if you believe and stand by the officers actions in this matter and the subsequate application made to the Council, we do need to be informed **URGENTLY** in order for us to formally appoint a solicitor to responds to the application made to the Council and likewise take more formal action against the officers concerns too.

We look forward to hearing from you as soon as possible, please use any of the details provided at the top of this email. We do hope we can resolve this matter amicably and without the need of and costs of involving any legal assistance.

Yours faithfully

Mr M Singh



15 July 2020

To whom it may concern:

Re: Malkit Singh, Neil's Superstore, 9-11 Reginald Row, Leeds LS7 3HP

I write concerning the above shopkeeper whom I have known for the last 25 years in his capacity as shopkeeper at the above premises. Mr Singh is well known and well liked in our neighbourhood and provides a vital service for local residents. In particular, he helps several elderly residents from Button Hill with their shopping on a regular, daily basis and is a life-line for these members of the community.

I have always found Mr Singh to be a friendly, helpful person in addition to providing an important local amenity that I have used for many years. He has helped me out on a number of occasions and would be sorely missed by myself and others were he no longer to be running this shop.

Also, it is vital to have shop units such as this occupied because vacant premises are a magnet for anti-social behaviour, something I have experienced over the many years I have lived in the area since 1982. His presence is a safeguard against any such behaviour because he is well liked and respected by a range of different members of the community.

Please do not hesitate to get in touch should you require any further information.

Yours faithfully,



Royal Mail
Sheepscar Delivery Office
Sackville Street
Leeds
LS7 2AT

20th July 2020

RE: Mally, Neils Superstore, 9-11 Reginald Row, Leeds LS7 3HP

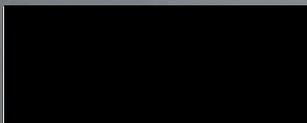
To whom it may concern:

I am a Postman who delivers mail to Chapeltown and the surrounding area daily. I have known Mally for around eighteen months as I deliver his mail and I have always found him very pleasant and enjoyed our daily interactions and I would call him my friend now.

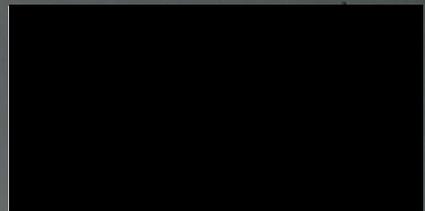
I am in a priviledged position being a Postman because I interact not only with individuals but the community as well. I experience what no other official person who doesnt live in the area does.

Neils Superstore is a very important part of this community for the residents, not just because of its location and there being no other shop close but I know the elderly residents love Mally because they have a local shop where they know they will feel safe and will be looked after, I have seen Mally putting together peoples orders ready for delivery to their homes due to the covid pandemic.

*What am I describing is a part of a community not just a shop.
In these very uncertain times this shop more than ever is intergral to the well being of the community.
Please do not hesitate to contact me should you wish to know any more.*



Home address:



Date: 08/08/20

To whom it may concern:

Re: Malkit Singh, Neil's Superstore, 9-11 Reginald Row, Leeds LS7 3HP

I have known Mally (Mr Malkit Singh) for the last 10 years because he is the local shopkeeper at the above premises. He is a hard-working and friendly person and provides a very valuable service to myself and the local neighbourhood.

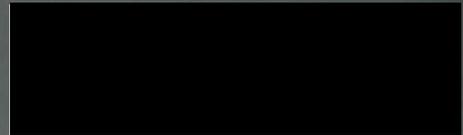
It would be a big loss to our community if the shop were to close or Mally was no longer the proprietor. I sincerely hope he is allowed to continue to run this vital resource in our neighbourhood.

Yours faithfully,

[signature]

[print name]

Home address:



Date: 1-8-2020

To whom it may concern:

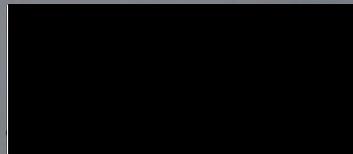
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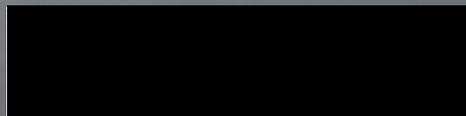
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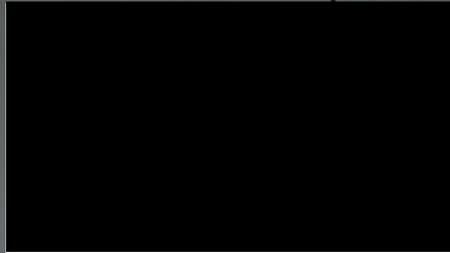
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[print name]



Home address:



Date:

29/7/20

To whom it may concern:

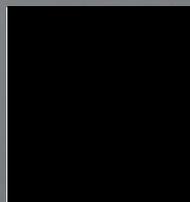
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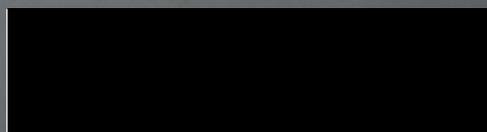
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Yours faithfully,

[signature]



[print name]



Home address:



Date: 29-07-2020

To whom it may concern:

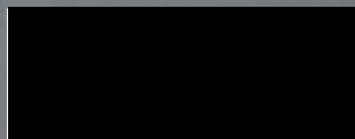
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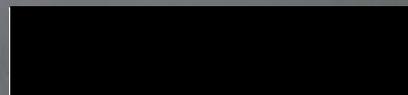
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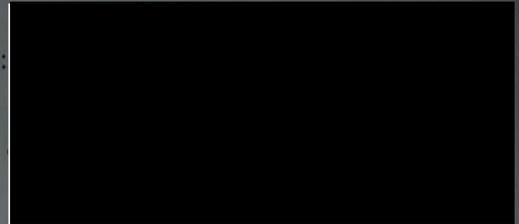
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[print name]



Home address:



Date: 27/7/2020

To whom it may concern:

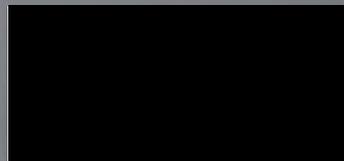
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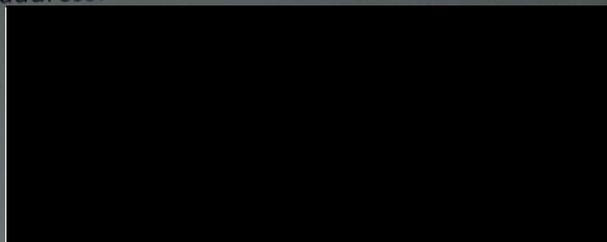
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[print name]



Home address:



Date:

22-7-2020

To whom it may concern:

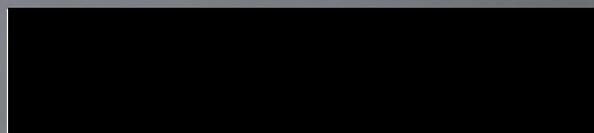
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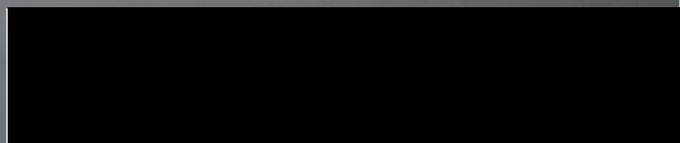
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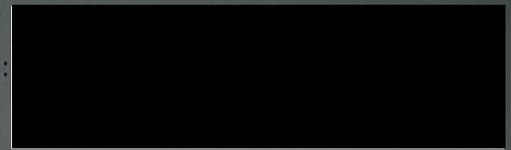
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[print name]



Home address:



Date: 21/7/2020

To whom it may concern:

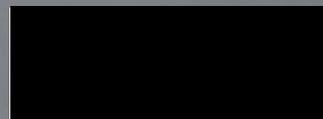
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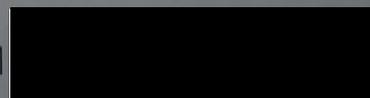
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Home address:

Date: 21/07/2020

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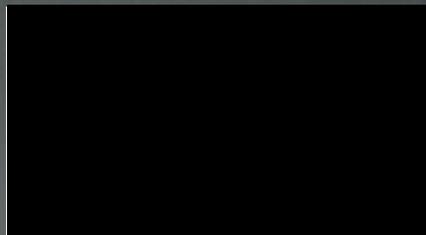
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Date:

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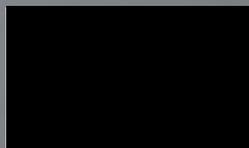
Re: Malkit Singh, Neil's Superstore, 9-11 Reginald Row, Leeds LS7 3HP

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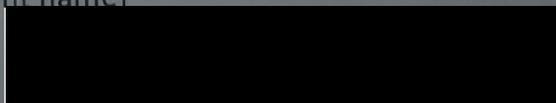
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Home address:



Date: 21/7/20

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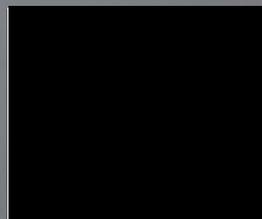
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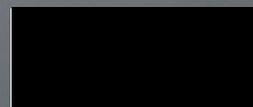
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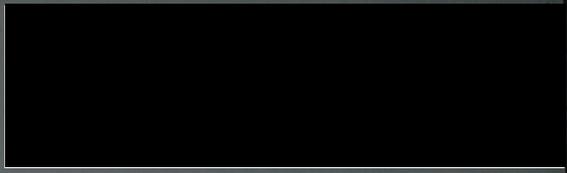
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Date:

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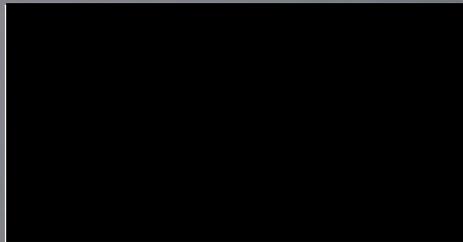
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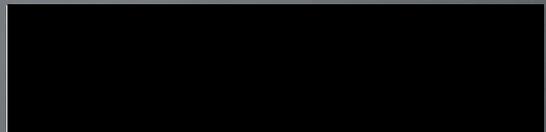
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[print name]



Home address:



Date: 21-7-2020

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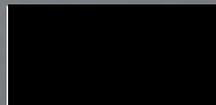
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[signature]



[print name]

