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**From:** [REDACTED]  
**Sent:** 23 November 2023 20:41  
**To:** [REDACTED]  
**Cc:** monamilounge@hotmail.com  
**Subject:** RE: Food Hygiene Advice - Mon Ami Lounge

Dear [REDACTED]

Further to my visit to your business earlier today, (to conduct your first food hygiene inspection): Whilst good overall standards of food hygiene compliance were noted, I was concerned to note the presence of staff and customers smoking on the premises.

I write to advise that all areas inside the premises – including the glass-roofed lounge/conservatory area are ‘substantially enclosed’. I remind you therefore that, allowing smoking anywhere within the premises, is in contravention of the Smoke-free (Premises and Enforcement) Regulations 2006.

(Structures are considered to be ‘substantially enclosed’ if they have a ceiling or roof, but there are permanent openings in the walls which are less than half of the total wall area, including other structures that serve the purpose of walls and constitute the perimeter of the premises. **When working out the area of an opening, no account can be taken of openings in which doors, windows or other fittings can be opened or shut.** This is known as ‘the 50% rule’).

**With immediate effect** you must:

- 1). Not allow anyone to smoke anywhere indoors;
- 2). Remove ash trays from the premises; and
- 3). Display appropriate ‘No Smoking’ signage.

The Council will be monitoring your compliance in this area. **I remind you that both the business and individuals on-site could be subject to the issue of fixed penalty notices and/or prosecution if you cannot manage this effectively.**

Going forward, if you wish to provide a compliant smoking area, you must:

### **1. Make sure it's legal**

Carefully check that the design of your smoking shelter will comply with the requirements of the Smoke-free (Premises and Enforcement) Regulations 2006. To comply with these Regulations the smoking shelter must not be wholly or substantially enclosed.

### **2. Seek Planning Permission**

Contact our Planning and Development Department for their advice and the necessary forms to apply for planning approval, because in most cases any permanent structure that is built for smoking will need planning permission.

### **2. Building Regulations**

Check to see if the shelter will need Building Regulation approval.

### **3. Consider Location**

Carefully consider where you're going to put your shelter. Things you'll need to consider:

- Could noise from people using the smoking shelter cause problems to people in neighbouring properties?
- Could there be light pollution to people in neighbouring properties if the shelter has lights for night time use?
- If the shelter is built with one of the open sides against a wall or a solid fence, it may not comply with the 50% rule.
- Is the proposed location of the shelter safe for users?
- Could the location cause problems with smoke entering nearby buildings through windows or vents?

Please do not hesitate to contact me if you require further assistance.

Kind Regards,

[REDACTED]  
**Environmental Health Practitioner**  
Crawley Borough Council

Tel. 01293 [REDACTED]

Mob. [REDACTED]

<http://www.crawley.gov.uk>

Usual work pattern: [REDACTED].

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**From:** [REDACTED]  
**Sent:** Thursday, November 9, 2023 8:26 AM  
**To:** [REDACTED]@crawley.gov.uk>  
**Subject:** Re: Food Hygiene Advice - Monami Lounge

Morning [REDACTED]  
Thank you very much for your help, I appreciate that,  
Just to let you know that every day we open at midday 12,  
Many thanks, [REDACTED]

Sent from [Outlook for iOS](#)

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**From:** [REDACTED]@crawley.gov.uk>  
**Sent:** Friday, November 3, 2023 1:28:51 PM  
**To:** [REDACTED]  
**Subject:** Re: Food Hygiene Advice - Monami Lounge

Dear [REDACTED],

Further to my visit to your business last Week, I write to advise that I will defer your inspection for at least another 7-Days, as I appreciate that you were not yet ready to offer food.

Please find attached as discussed, a temperature record template that allows for recording of a selection of all critical food temperatures.

You must make sure that your food safety management system is available at all times. I suggest that you use 'Safer Food Better Business' (SFBB). This can be downloaded at:

<https://www.food.gov.uk/sites/default/files/media/document/sfbb-caterers-pack.pdf> . This must be maintained in use and on site at all times.

As discussed, I recommend that all food handlers undertake 'Level 2 Food Hygiene Training', at max. 3-Yearly intervals. Details of appropriate courses as follows:

- 1). <https://www.highspeedtraining.co.uk/food-safety/training/level2-food-hygiene-safety-catering.aspx> ;
- 2). <https://www.virtual-college.co.uk/courses/food-hygiene-courses/level-2-food-hygiene-for-catering> ; and
- 3). <https://elearning.cieh.org/do?action=viewProduct&id=49>

I further recommend that you and your staff complete the free-of-charge allergen training course:  
<https://allergytraining.food.gov.uk/>

Please do not hesitate to contact me if you require further assistance.

Kind Regards,

  
**Environmental Health Practitioner**  
Crawley Borough Council

Tel. 01293   
Mob. 

<http://www.crawley.gov.uk>

Usual work pattern: 