

## Claire Ryles

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**From:** Hasham Saleem [REDACTED] <[REDACTED]>  
**Sent:** 24 February 2025 10:18  
**To:** licensing; newcastle@caprinospizza.co.uk  
**Subject:** Re: [UNCLASSIFIED] RE: Urgent Request for Extension – Business Operating Hours SRU: 165450

**Categories:** Claire

**CAUTION:** This email originated from outside of Newcastle-under-Lyme Borough Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Claire,

Thank you for your email. I had made changes to the trading hours from the 19th of February, shortly after our phone conversation. You can verify the updated hours on all platforms, including Just Eat, Uber Eats, Deliveroo, and the Caprinos website. Additionally, our Google page reflects the correct trading hours.

I sincerely apologize as it was a genuine mistake. I also regret the delay in my response, as the emails were sent to the business email address, which I had unfortunately missed.

Regarding the premises license transfer, I have been in contact with the current license holder, Shehzad Rafique, who has completed the consent form. I have also filled out the "Application to transfer premises license to be granted under the Licensing Act 2003", which I intend to submit today. However, I need clarification on the following points before proceeding:

How should I send a copy of the application to the Chief Officer of Police?

How should I send a copy to the Home Office Immigration Enforcement?

The rest of the form is complete and ready for submission. I would appreciate your guidance on these two points so I can finalize the process.

Looking forward to your response.

Best regards,  
Muhammad Husham Saleem

Sent from [Outlook for Android](#)

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**From:** licensing <licensing@newcastle-staffs.gov.uk>  
**Sent:** Monday, February 24, 2025 2:56:09 PM  
**To:** Hasham Saleem [REDACTED] <[REDACTED]> newcastle@caprinospizza.co.uk  
<newcastle@caprinospizza.co.uk>  
**Subject:** [UNCLASSIFIED] RE: Urgent Request for Extension – Business Operating Hours SRU: 165450

[Classification: NULBC UNCLASSIFIED]

Dear Mr Hasham

Thank you for the email explaining your circumstances however, we are not in a position to authorise that you serve hot food / drinks for any time except the hours authorised by your premises licence. To exceed your authorised hours is a clear offence under the Licensing Act 2003. Please read through the attached warning letter carefully which sets out the hours for which you are authorised and the maximum penalties upon conviction should you stray outside of these hours.

We have informed Uber Eats, Deliveroo and Just Eat that you have been operating outside of the hours for which you are authorised and so I expect that you will receive some contact from them directly.

I suggest that you take immediate action to rectify the situation, apply for the transfer of the premises licence and if you wish to serve later consider applying for a variation of the hours.

We are now monitoring the premises and if we catch you operating outside of the hours authorised we will begin proceedings to prosecute you under section 136 of the Licensing Act 2003.

If you need any assistance with anything then do please let us know.

Thanks, Claire Ryles

Licensing Enforcement Officer  
Environmental Health Department  
Newcastle-under-Lyme Borough Council  
Tel: (01782) 717717

[www.newcastle-staffs.gov.uk](http://www.newcastle-staffs.gov.uk)

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**From:** Hasham Saleem [REDACTED]  
**Sent:** Wednesday, February 19, 2025 4:12 PM  
**To:** licensing <licensing@newcastle-staffs.gov.uk>  
**Subject:** Urgent Request for Extension – Business Operating Hours

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Dear Claire Ryles,

I hope you are well.

I am the director of Newcastle Pizza Limited T/A Caprinos Pizza, located at 131 Liverpool Road, Newcastle-under-Lyme, ST5 HD. I recently spoke with you over the phone about my situation and follow up with you via email as I was told.

I have been out of the country since January 22nd due to a trip to Saudi Arabia, followed by Pakistan. My stay in Pakistan was extended as my father has been unwell. I have attached proof of travel, including my initial return ticket for February 19th and the revised ticket for February 24th, as I had to postpone my return due to his condition.

Due to this, I was unable to stay in touch with my staff and did not see or complete the form sent by the council. I was only informed a few hours ago via a staff message that a warning has been issued to close the shop at midnight instead of the usual 2 AM. As I mentioned on the call, I cannot access the UberEats and Just Eat portals from here, and leaving them open without fulfilling orders would negatively impact our business. Unfortunately, I also cannot share login details due to sensitive financial information.

I sincerely apologize for the lack of communication, as I was unable to check emails or manage business activities due to my personal circumstances. Given this situation, I kindly request additional time to complete the required application and for permission to continue operating during our usual hours. I will prioritize filling out the form and submitting it within 24 hours.

I appreciate your understanding and assistance in this matter. Please let me know if any further information is required.

Best regards,

Sent from Mail for Windows 10

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**From:** licensing <[licensing@newcastle-staffs.gov.uk](mailto:licensing@newcastle-staffs.gov.uk)>

**Sent:** Wednesday, February 19, 2025 2:58:33 PM

**To:** [REDACTED]

**Subject:** [UNCLASSIFIED] licensing @newcastle

[Classification: NULBC UNCLASSIFIED]

FYI

Thanks, Claire Ryles

Licensing Enforcement Officer  
Environmental Health Department  
Newcastle-under-Lyme Borough Council  
Tel: (01782) 717717

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**Classifier Attachment List:**

