

To Licensing Authority

Jade Traversari

I have visited Tando's Store on several occasions. I went in not so long ago to buy alcohol and the man at the counter, who was serving, asked for my ID. I find it to be a very strict shop. I am over the age of 30 but he said he wanted to check as "I" looked young"

Solihull M.B.C

Licensing

Date 28.10.22

[REDACTED]

To

Licensing Authority

i am writing regarding  
Tandas stores, 71 Silverbirch  
RD, Kingshurst, B37 6AS

I am a customer to this  
shop now and again and I  
buy my Cigarettes from here,  
I have had to show my ID,  
as I was asked by the man  
who was serving me, Even though  
i am 30.

Thank you.

Solihull M.B.C

Licensing

Date 28.10.22

Solihull M.B.C  
Licensing  
Date 8.11.22



2nd November 2022

Dear Sir/Madam,

For the last two years I have worked as a Property Manager, and my office is the back room of Tandi's shop, 71 Silverbirch Rd Kingshurst B37 6AS.

I have got to know the staff of the shop really well over this time, and they work hard with long hours under pressure at busy times.

On lots of occasions, the staff have called me into the shop to verify peoples age, double check identifications and check bank notes, they always question proof of age when selling alcohol or cigarettes and have often refused service if not sure, I have witnessed this many times.

They have passed the lottery mystery Shopper test, following all the guidelines required several times and quite recently, selling lottery as it should be sold.

I understand there has been a breach of licensing laws, and I'm quite sure it was an error from a tired under pressure Sals assistant, who had a moments lapse of concentration, this is not the normal procedure from Tandi's staff.

Who are normally extremely diligent  
with the proof of age regulations,  
overchecking on many occasions  
Tired Staff with big queues working  
alone often make mistakes and in  
my opinion this occasion was just that  
a lapse of concentration.

Tandi's staff would never purposely  
serve underage customers and I'm  
willing to swear under oath to this.

Yours sincerely



Tacie McClellan.

Licensing  
S.M.B.C.

Solihull M.B.C  
Licensing  
Date 8.11.22

Elizabeth Ormrod

To whom it may concern,  
I am writing this letter regarding the notice on Tonda Shop, 71 Silver Birch R.D B37 6AS to revoke his license, after one mistake, I have known Terry and his family for many years and the previous license holder, who is no longer with us. I have used Tonda on a daily basis and I have always known Tonda staff to always look for I.D if a customer looked under age, they collectively implemented the Trading Standards policies and procedures when refusing customers without I.D. and in return, they would be verbally abused, threatened but Terry and Tonda's staff always stood strong.

When and before you make your decision - for one mistake, you will take away a man's livelihood which then he and his family will lose their home and we lose a valuable member of the Kingshurst Community, staff could lose jobs

T

I have lived and worked in  
the Kingshurst Community for 24 years.  
and Tonda's shop is a beacon and  
so are the staff. They worked along  
side Kingshurst youth Centre and  
Tonda's shop was and still is  
the only corner shop that  
has never had gangs of youths  
hanging out there or dealing drugs  
that because of Tonda's and it's  
firenze and staff that has been  
there for as long as I have  
lived here. They support our elderly  
in our community. Terry and his family  
would feed you if you are hungry and  
down to your luck. anytime  
Regards  
G. Aggar

Solihull M.B.C  
Licensing  
Date 8.11.2022

Muhammad Shahid  
[Redacted]

To the licensing team

I have seen notice outside Tandas 71, Silver Birch Road B37 6AS. They always provide excellent customer service. We often visit this shop and they always enquired about age before selling age restricted items. We always noticed they ask for proof of identification whilst customer looks under age and if customer failed to produce ID, they refuse sale. We are living close by and we also noticed that if there are any gatherings (or gangs) they moved them away. Also, I use the shop to purchase drinks as it is in close vicinity to my home; hence I do not need to travel for purchasing.

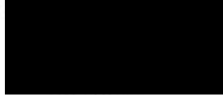
Should you wish to contact me for any queries, please contact to me by email:  
[Redacted] or mobile: [Redacted]

Regards

  
29 oct 2022

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Mr Sukhdev Singh Flora



To Whom It May Concern,

My name is Mr Sukhdev Singh Flora I reside at the above address for 37years and lived in kingshurst for 47years since 1975.

Tandas shop has always been my local convenient store and I was absolutely shocked to see the "Review Of License" outside the front door entrance of the shop.

In the years I have resided in Kingshurst myself and my wife and including my children have shopped at Tandas shop alone for various items and they have never been served anything that is forbidden to underage children or heard of anyone being so.

Mr Singh (Tandas Owner) has always been a loyal,honest,respectful person and liked shop owner to the customers in Kingshurst and has helped alot of people in the community in difficult times.

So I personally believe that their may have been a genuine mistake by the individual shop assistant serving at the time and that leniency should be shown to Mr Singh for his kind hearted support and willingness to the community of Kingshurst.

So it is time that Mr Singh got the people of Kingshurst and the local council to help him when he needs it .

We are only human and mistakes can be made by anyone but a person can only find the solution and resolve the problem.

yours sincerely,

A handwritten signature in black ink, appearing to read 'Sukhdev Singh Flora'.

Sukhdev Singh Flora

Solihull M.B.C  
Licensing  
Date 8.11.22