

**PREMISES LICENCE REVIEW**

**GUILDFORD BOROUGH COUNCIL**

**re NAHID RESIDENTIAL LTD**

**GUILDFORD MANOR HOTEL PREMISES LICENCE REVIEW  
SUBMISSIONS**

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**Guildford Manor Hotel is a hotel providing employment for people and good services to local clientele and those wider afield. The Spa has 450 members alone.**

**Douglas McNeil, Charles McNeil, Nahid McNeil and Andrew McNeil are very remorseful for the circumstances that have arisen. Douglas McNeil, Charles McNeil, Nahid McNeil and Andrew McNeil have taken careful note of the Premises Review, taken on board advice from our firm, fully understand the severity of the allegations and the importance that such instances are not repeated.**

**The issues raised on 31 May 2023 have arisen prior to and during transition in management from Nahid McNeil to directors Douglas and Charles McNeil and their professional management team, from out-dated practices on-boarding and recruiting staff at Guildford Manor Hotel to the current, compliant procedures.**

**Proposed Restrictions**

1. We propose the Premises Licence for Guildford Manor Hotel continues with the following robust amendments:-
  - a. the current designated premises supervisor for Guildford Manor Hotel is amended, with the removal of Andrew McNeil and the appointment of Douglas McNeil. Douglas McNeil has completed the BIIAB APLA personal licence exam and consents to his appointment.

- b. Nahid Residential Limited will follow the attached Right to Workflow Diagram and Guidance Note and complete the attached checklist for every recruit.
2. We respectfully submit that with the implementation of the above restrictions, no further restrictions need to be imposed to achieve the desired objective.

### **Submissions**

3. We respectfully submit that Douglas McNeil and Charles McNeil have taken all reasonable steps to address the problem in their former recruitment and on-boarding procedures. Douglas McNeil and Charles McNeil have taken extensive steps to tighten procedure and practice, to include:-
  - a. updating their recruitment and on-boarding procedures, as per the attached Workflow, Guidance Note and checklist.
  - b. removing Andrew McNeil and proposing to the Council the appointment of Douglas McNeil as designated premises supervisor.
  - c. allocating recruitment and on-boarding to Douglas McNeil, Charles McNeil and the new General Manager, to the exclusion of Nahid McNeil.
  - d. maintaining complete right to work records electronically through Bright HR.
  - e. instructing Peninsula to provide advice and guidance on specific HR, health and safety matters relating to employee recruitment and retention.
  - f. recruiting an experienced General Manager, Ian Bonner, with more than 15 years' as a General Manager.
  - g. Nahid McNeil resigned as a director on 15 September 2023.
4. We aver that the Immigration Enforcement visit and the Premises Review report, coupled with the reputational risk are sufficient warning to focus Douglas, Charles, Andrew and Nahid McNeil's attention on the importance of adhering to the new procedures.

5. We respectfully submit that the above restrictions will achieve the desired objective and facilitate good working practices in the recruitment and on-boarding of staff.
6. We submit that the suspension of the licence and/or the revocation of the licence will not be appropriate, proportionate or achieve the desired objective of lawful and safe staff recruitment and retention.
7. Guildford Manor Hotel has 51 hotel rooms, a spa with 450 members, a restaurant, ceremony room with a marriage licence and a reception/corporate hall. Froyle Park, the sister business which is secured against Guildford Manor Hotel, is a wedding venue with a capacity of 250. We respectfully submit that any restrictions in excess of the above would jeopardise the businesses at Guildford Manor Hotel and Froyle Park. Further restrictions would risk the employment of the current 30 employees' employment in Guildford Manor and further employees at Froyle Park, weddings and 1,000 hotel bookings, 450 members' health and social amenities, suppliers and creditors of Guildford Manor Hotel and Froyle Park. Such restrictions would cause disproportionate detriment to the employees, members, guests, creditors, suppliers and the Surrey and Berkshire communities.

David Foster  
Moore Barlow LLP  
September 2023

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