

**From:** [Louella Adamson](#)  
**To:** [Thurman-Newell, Susan](#)  
**Subject:** Re: At Home - Variation & Incident 2/3  
**Date:** 13 March 2019 12:14:35

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I bought a new device and the cctv is at bourne hill like you asked. I'm sorry you haven't been able to get in touch. I do live remotely in the country so signal can be an issue, I have no WiFi or broadband just to give an indication of how rural! I'm not reluctant I'm just busy.

---

Kind Regards

Louella Adamson  
Top Dog  
@home Salisbury ltd  
[REDACTED]  
athomesalisbury.com  
fb @homesalisbury ig home\_salisbury t @home\_salisbury

On 13/03/2019 11:33, Thurman-Newell, Susan wrote:

> Hello Louella,  
>  
> I have tried ringing you twice this morning, please will you contact  
> me on either of the numbers below, to clarify the current status of  
> the CCTV, because I understand you have indicted to PC. Billington  
> that the CCTV has been downloaded onto a USB stick and he is attending  
> to collect it from you today. This is in contradiction to your email  
> below.  
>  
> I am seriously concerned that you are not answering my calls or  
> calling me back within a reasonable period of time. This was also the  
> case with my calls to you on Friday 8/3 and Saturday 9/3 and also my  
> email sent to you on Friday 8/3.  
>  
> As a DPS you have a responsibility to be contactable and this  
> reluctance to communicate with me, is giving me further cause for  
> concern in relation to your Variation application.  
>  
> Thanking you in anticipation of your prompt communication.  
>  
> SUSAN THURMAN-NEWELL  
>  
> LICENSING OFFICER  
>  
> WILTSHIRE POLICE  
>  
> EXTENSION: 37742  
>  
> DIRECT DIAL: 01380 861742  
>  
> MOBILE: [REDACTED]  
>  
> FROM: Louella Adamson [REDACTED]@homesalisbury.com>  
> SENT: 12 March 2019 16:39  
> TO: Thurman-Newell, Susan  
> <Susan.Thurman-Newell@wiltshire.pnn.police.uk>  
> SUBJECT: Re: Licensing Meeting - 9/3/2019 at Bourne Hill Police

> Station

>

> Hi Susan,

>

> I have taken 1 usb and 2 hard drives into @home and nothing will load

> onto them. Could you advice me how you normally receive cctv

> information? On what sort of device? None of mine are working and it

> is an old system so wifi or electronic google drive transfers are out

> of the question. You are more than welcome to come in and view the

> cctv from that evening. My lawyer and I watched it together today.

>

> Who reported this and what has been said? We cannot see evidence of

> serving a drunk person, the mother doesn't appear drunk and at no time

> do we feel the children were at risk or at harm. From the police

> officers tone on the phone I feel I am out of the picture with the

> story you've been given it seems to be getting a lot of attention for

> something that really wasn't. What ever happened after they left my

> place is not my responsibility. We did what we could to ensure the

> woman was safe and had a place to sleep, hence the later closing.

> Is this an investigation of the woman and her parenting skills or is

> this a fishing exercise to object my variation? I feel very much the

> power is coming from Weatherspoons who also called Amanda Newberry and

> told them I had social services in my building, which was a fictional

> story as that never happened and the CCTV evidences that.

>

> ---

>

> Kind Regards

>

> Louella Adamson

> Top Dog

> @home Salisbury ltd

> [REDACTED]

> athomesalisbury.com

> fb @homesalisbury ig home\_salisbury t @home\_salisbury

>

> On 08/03/2019 20:11, Thurman-Newell, Susan wrote:

>

>> Hello Louella,

>>

>> I have left messages on your mobile yesterday & again this evening,

>> offering you the choice of either this evening or tomorrow evening

>> (Sat), to meet with me at Bourne Hill Police Station. Unfortunately

>> you have not made contact with me to arrange a meeting.

>>

>> As I have indicated I need to meet with you to discuss the

>> circumstances of the Incident linked to At Home, which was reported

>> to police shortly after midnight on the 2nd March.

>>

>> This is a significant Incident, therefore, because you have not made

>> contact with me, I am requesting that you attend Bourne Hill Police

>> Station tomorrow evening at 1700hrs, which will then leave you free

>> for the main trading part of the evening in At Home. As you have

>> previously advised me that you are always present for the busy

>> weekend trading, meeting with me at 1700hrs should be reasonably

>> convenient for you.

>>

>> I advised you in my mobile message yesterday, that the officer who

>> dealt with the Incident will be on duty & I would like him to be

>> present in the meeting, to enable you to understand the Incident in

>> more depth & for us to reach an understanding, going forward.

>>  
>> As the front office will be closed tomorrow please call me on the  
>> landline or mobile listed below, on your arrival, & I will let you  
>> into the building.  
>>  
>> Thanking you in anticipation of your attendance.  
>>  
>> MRS. S. THURMAN-NEWELL  
>>  
>> LICENSING OFFICER  
>>  
>> WILTSHIRE POLICE, SALISBURY POLICE STATION, BOURNE HILL, SALISBURY,  
>> SP1 3SN  
>>  
>> Dial 101 EXTENSION: 37742  
>>  
>> DIRECT DIAL: 01380 861742  
>>  
>> MOBILE: [REDACTED]  
>>  
>> EMAIL: Susan.Thurman-Newell@wiltshire.pnn.police.uk  
>>  
>> WEB: www.wiltshire.police.uk [1]  
>>  
>>

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