

Appendix 6

Dear Neighbour

I trust you are well. George here – I own the building freehold and run the pub business at The Green Man.

I'm writing to briefly summarise the latest revised operating hours submitted to the licensing authorities and to generally address some concerns and issues that nearby residents have helpfully brought to my attention.

The application and hours have been accepted by the SKDC licensing team and the police have no objections.

Most other neighbours that have made representations (such as the good folk in Newcomb Court and other Rock Rd/RockTerrace and Scotgate neighbours) have met or spoken with me and SKDC and I was able to explain in detail the changes and benefits and all have agreed to the application. I've also noted below some requirements I have fully and happily accepted from the police officer responsible for licensing.

Just a few notes which I may have already sent via Elizabeth at SKDC licensing...

First, I am sorry that you have experienced general disturbances by boisterous customers and overly loud music from the garden. We've worked hard to get here but we are now blessed with a busy trade. With that comes greater footfall and gatherings.

It is mine and my team's priority to rein in such annoyances, but a pub like ours is a large and fluid space and we can inevitably miss the odd problem (rare nowadays), when very busy.

More recently, it has become easier as I've managed to attract a much more responsible clientele. You may have already noticed less disturbance.

Why? Firstly, because over the last year or two, I've actively permanently ejected some excitable individuals. As a result, new customers are finding that they can enjoy the space without rowdy behaviour.

Second, because I've actually made it a boring pub! Sometimes, one just likes to sit with a drink of choice in a lovely space, next to a log fire and The Eagles playing in the background. That's us now.

We DO NOT have a juke box anymore. I realised that this may have been a main cause of loud music inside and projecting outside as it was positioned near the front door. Some staff, in my absence, would turn it up when closed whilst cleaning or prepping the following day or have friends in without my authority. This booming machine is no longer a concern. We do have a wired system around the pub but just standard amp and speakers, zone controlled.

Last year I was away for full knee replacement surgery and recovery, then back and forth to Cyprus spending time with my ailing father so I had temporary managers. Unfortunately, they took advantage of my absence and were somewhat thoughtless. Sadly, my dad passed away at the end of last year, so I am now back and at hand permanently. We also have some great new, keen young staff members.

All staff are required to operate according to the requirements and times below and switch off the new sound system music accordingly.

By my insistence, we DO NOT have heavy rock style (eg AC/DC) music on our sound system or heavy rock style live music and have very few other types of live entertainment.

Last year, all we had was a mellow reggae musician (May bank holiday), an Irish folk band a couple of times and a country music band early December, all finished by 10pm.

We DO NOT host karaoke parties

We DO NOT have Sky/TNT Sports and associated team chanting

We DO NOT have a pool table, dartboard, fruit machines.

Thus, a lot of the younger, more raucous crowd have gone elsewhere.

With the accolade from CAMRA, including us in The Good Beer Guide for our 7/8 real ales, our customers are older, more responsible, with families and groups of women (we're serving loads of Prosecco, flavoured gins and Aperol Spritz!) feeling comfortable to join us, as well as pet owners (we offer free pooch snacks).

I can assure you that I am making noise and behaviour a priority as it is entirely in my interest and the benefit of my business that we are all on the same side – if you're happy with how we run the pub, it's more likely that you may drop in as a valued customer so WIN-WIN!

To this end, I have entirely pulled back on the opening hours, service times and music switch off. We Do not open until 2.30pm midweek anyway and I insist that keg deliveries are made after 10am to avoid early disturbance.

Music in the garden will be off much earlier (as below, 10.30pm midweek, 11pm fri/sat). I am also using only 1 speaker in the garden and controlled volume.

There will be notices to keep noise (shouting, high pitch laughing, etc) at a minimum and to leave through the alleyway or pub quietly and with consideration of neighbours.

We will not allow smoking at the front of the pub, thus limiting noise there and cigarette/vaping litter (which I'm fed up of clearing up).

All of this will be supported with clear signage inside and outside.

There is extra CCTV at the front to monitor safe and well-ordered exits.

I'll try to give notice of future events but this is often unknown to me until nearer the time.

This is what I do know:

- Irish folk band, The Shaughrauns unplugged (no big speaker system), St Patrick's Day Tues 17th March early evening till 10. Great fun.
- A likely mellow live band either of the May Bank Holidays inside or outside mid afternoon til 8/9pm.
- Early June, The Harrier Engineers' Annual Reunion (HEAR). No music, just a lot of RAF veterans travelling from around the UK and overseas (eg the US), enjoying their memories and raising funds.
- August Bank Holiday, possible mellow live music as yet unplanned - last year we didn't have any music.
- On that August BH note, I no longer host a beer festival. People expect a huge array of ales, live music throughout the day and food trucks. Not us anymore. Too disruptive to the neighbourhood.
- Christmas/New Year – we don't usually have live music, just an open house celebration, then Auld Lang Syne, showing the fireworks and Jools Holland on the telly, but not too late!

Running this grand old dame, with its many heritage features, is a balancing act. We need to generate enough turnover for its upkeep, an operating margin to recoup our investment and family outgoings (after business rates, taxes, stock costs, utilities, staff wages etc), whilst at the same time being mindful of our neighbours who are our nearest potential customers!

You've probably noticed that we've had to stop and start this month. When closed, we have no income, but our outgoings remain constant. Your cooperation would be most welcome to get us and this revered building (1790) back on track, paying our staff and bills. Any extended closure could lead to closure, which would be a great loss.

I have revised our operating hours to benefit all of us.

Just to summarise timings:

1. To reiterate, we DO NOT plan, or ever have intended, to open until 2am regularly. My intention here was solely focused on New Year's Eve. However, even this has been pulled back whereby no-one is served after 12.45am.
2. Prior to this application, we had a licence to serve until midnight 7 days a week and close 12.30am, special occasions (non standard timings), much later, eg New Year's Eve 4am!).
3. I have pulled midweek right back such that last drinks are served 10.45pm. You may have noticed last year, we were actually closing around 10pm midweek and 12 weekends, so it hardly ever goes late.
4. Inside and garden music to be turned off much earlier (no restrictions previously).
5. Special occasions (Good Friday and Christmas Eve) limited to a typical Friday of 11.45 last orders and NYE last orders 12.45am.

I very much think that this is a workable compromise, whereby Sunday to Thursday is much dampened and we are able to generate some much needed income from people winding down at the weekend a little later, for example, after dinner at The Bombay.

Please note, Friday and Saturday last orders and music hours have been curtailed, not extended.

Please do contact me anytime to discuss these sometimes confusing licensing hours and terms or going forward, need to report any disruptions or concerns. Email noted below.

If you have not been in for a while, I'd be delighted to welcome you in to enjoy our award winning beers, unique features, vintage furniture and ephemera, sit by our welcoming log fire and simply enjoy the space and company of fellow patrons and our attentive staff. I think you'll be pleasantly surprised.

More generally, we try to help the community. We work with local sports teams for post match gatherings and fund raising (Stamford Rugby Club, Stamford youth football, Badminton and Paddle clubs). We have quiz nights raising funds for Dementia UK and various veterans' events.

More practically, we allow access through our garden up/down the steps and to Waitrose, which we keep tidy, weeded and swept for everyone's enjoyment. The alley from Scotgate and the steps have been illuminated for ease of use in the evening.

Do let us know if WE can do anything for YOU – fund raisers, celebrations, social clubs (we have an intermittent book club, board games evenings and quiz night).

Thanks for your attention and I look forward to hearing from you. Please feel free to note your acceptance on this letter and drop it in the pub or take a photo and send to me at George.sakkalli@gmail.com or confirm with Elizabeth at the licensing team. It would be immensely helpful to conclude by Monday as this will allow us to reopen as normal.

Wishing you and family a Happy New Year.

Best regards
George & The Green Man Team

This is a summary of my new timings:

Opening hours

Sun-Thurs 09.00-23.30
Fri/sat 09.00-00.30

Nonstandard opening hours

Xmas Eve 09.00-00.30 NYE 09.00-01.30

Sale of alcohol on and off the premises (we're not selling takeaway bottles, it just means that customers can drink in the beer garden)

Sun-Thurs 09.00-22.45
Fri/sat 09.00-23.45

Nonstandard sale of alcohol (special occasions)

Xmas eve til 23.45, NYE til 00.45

Provision of Late-night refreshments

(Just to clarify late night refreshments is after 11pm so kinda crosses with my general opening hours and fri/sat provision of alcohol)
Fri/Sat 11 – 11.45,

Nonstandard late night refreshments (special occasions)

Xmas eve 23.00 – 23.45 nye 23.00 – 00.45

Provision of recorded music

Sun-Thurs 12.00 -23.00 indoors, 12.00-22.30 outdoors
Fri/sat 12.00-00.00 indoors, 12.00-23.00 outdoors

Nonstandard recorded music (special occasions)

Indoor Xmas eve 12 – 00.00, NYE 12-1am, outdoor Xmas eve 12 – 23.00, NYE 12-23.00

Provision of live music

Sun -Thurs 12.00 – 22.00 indoors/outdoors
Fri/sat 12.00 – 23.30 indoors, 12.00 – 22.00 outdoors

Nonstandard live music

indoor Xmas eve 12.00-23.30, nye 12.00-00.00 (although this is unlikely and I've never had live music on NYE since I've been here)

Provision of indoor sports (darts, billiards, shove'apenny, skittles, playing card and board games etc)

Sun-Thurs 9-23.00
Fri/sat 9-00.00

Nonstandard indoor sports

Xmas eve 9-00.00, NYE 9 – 01.30

I've been liaising with the police liaison officer overseeing licensing and making sure the premises are safe and they gave me great advice to keep customers, staff and local residents safe and my business compliant. Noted below is a comprehensive copy of our discussions, very much agreed, protecting our valued customers, staff and my business. Please note, just to clarify, we won't generally employ security door staff. If there's an event that may need some control, the Designated Premises Supervisor will determine, following a risk assessment, if security staff are needed. Very unlikely as we don't plan to have events that may attract such attention.

General

All staff responsible for selling alcohol that do not hold a valid personal licence, shall receive training in the Licensing Act 2003, in terms of the licensing objectives, offences committed under the Act, conditions on the Premises Licence and Challenge 25 policy. Training shall be refreshed every 6 months with written records retained for a period of no less than 12 months and be made available on request to police and authorised officers of the Licensing Authority. Records will be endorsed with details of the person providing the training, the person trained and the date.

Crime and Disorder

A CCTV system shall be installed, recording and maintained in working order and operated at the premises to the satisfaction of Lincolnshire Police, specifically:

- a. There shall be a minimum of one high resolution colour camera, fitted in a weatherproof housing, for external coverage of the entrance.
- b. There shall be a minimum of one high-resolution colour camera fitted to each public entrance/exit. To provide a quality head and shoulder image for facial recognition/identification purposes of all persons entering the premises.
- c. There shall be sufficient cameras able to cope with the normal operating illumination to reasonably cover all licensed public areas.
- d. Recordings must be kept for a minimum of 28 days and endorsed with the accurate, correct time/date (BST/GMT adjusted).
- e. Police and/or Authorised Licensing Officers shall be able on attendance to view immediate playback of any incident without the necessity for download.
- f. Recordings of incidents at the premises must be provided to the police following lawful request.
- g. A member of staff shall be on the premises at all times they are open to the public who is capable of operating the CCTV system and providing recordings on request. When this is not possible recordings shall be provided within 24 hours of the original request.
- h. Recording equipment shall be housed in a secure room/cabinet where access and operation is strictly limited to authorised persons.
- i. All equipment shall have constant time/date generation, which must be checked for accuracy on a daily basis.
- j. In the event of a system malfunction, the Designated Premises Supervisor or the Premises Licence Holder must immediately record details of this malfunction in the premises refusals/incident book. Arrangements for its repair must be made without delay.

SIA registered door staff shall be employed at the premises in accordance with a risk assessment, to be carried out by the DPS or licence holder.

This risk assessment will be kept on the premises at all times and presented to any requesting licensing authority upon their request.

On any occasion when door staff are employed the following will apply :There shall be provided and kept at the premises a bound and sequentially numbered book or electronic record to record details of every person employed on the premises as a door supervisor. The record shall contain the following details:

- The door supervisor's name;
- His/her/their Security Industry Authority Licence Number;
- The time and date he/she/they commenced and concluded their duty;
- The door supervisors shall sign each entry.

- The log to be inspected daily and signed by a member of the management team.
- The log to be retained for a period of no less than 12 months and made available to Lincolnshire police for inspection upon request.

Public Safety

Patrons shall not be allowed to enter or leave the curtilage of the premises whilst in the possession of any alcohol drink in unsealed containers. For the purpose of clarity, this means any alcohol leaving the premises includes leaving for any reason whether temporarily or otherwise. The only exemption being consumption in an outside area of the premises provided for that purpose.

Staff employed will take all necessary measures to ensure glassware is not removed from the premises by patrons.

An incident record shall be kept at the premises (either electronically or in writing) in which details of crime and/or disorder relating to the premises shall be recorded. The incident record shall be retained for a period of 12 months from date of completion and contain the following details:

- a. Time, date and location of incident;
- b. Nature of the incident;
- c. Names, addresses and contact details of persons involved if known or description if it is impractical to gain these details;
- d. The result of the incident;
- e. Action taken to prevent further such incidents; and
- f. Each entry signed by the DPS or other responsible person employed at the premises and so authorised by the DPS.

A refusals record shall be kept at the premises (either electronically or in writing) in which details of any alcohol refusals relating to the premises shall be recorded. The refusal record shall be retained for a period of 12 months from date of completion and contain the following details:

- a. Time, date and location of refusal;
- b. Reason for refusal;
- c. Result of the refusal;
- d. Each entry signed by the DPS or other responsible person employed at the premises and so authorised by the DPS.

Public Nuisance

All external windows and doors must be kept shut at all times regulated entertainment is being provided. Doors may be opened for normal entrances and egress of people but must be shut immediately thereafter.

Clear and legible notices must be prominently displayed at all exits requesting customers to respect local residents and leave the area quietly.

Regular assessments of noise will be carried out by the person in charge of the premises, to ensure it does not go beyond a reasonable level that would cause nuisance to local residents.

Protection of Children from Harm

The premises shall operate the "Challenge 25" Proof of Age Policy to prevent the sale or supply of alcohol to persons under 18 years of age. The policy shall require any person who appears to be under the age of 25 years to produce one of the following forms of identification:

A recognised proof of age card credited under the British Retail Consortiums Proof of Age Standards Scheme. Photo driving licence; Passport.

Notices shall be prominently displayed advising customers of the "Challenge 25" policy,

All under 18's on the premises must be accompanied by a responsible adult.