

# Appendix G

## INTRO

I'm more than happy to address resident issues. I would like to first though state that residents have my mobile number day and night, and I've not been made aware of any issues whilst in operation, apart from around 6 months ago where Ms Turner at 2 Woodpath came to complain about noise, which was when we'd actually closed, and the noise was coming from a convertible sports car playing bass heavy music outside the adjacent ice cream café Scoops. All other addresses who have made complaints also regularly use the venue late at night, and have never complained directly to me. I would also like to add since launch there are 0 environmental health complaints and only 1 ever complaint to the police to do with antisocial behaviour, which was reported by myself - trying to deal with a customer with mental health issues at around 5pm on a Tuesday.

I'd also like to add that from the 29<sup>th</sup> September – 23<sup>rd</sup> October we operated under a Temporary License until 3am without any incidents or complaints. Therefore “testing the water” on impact.

## 2 WOODPATH, MS TURNER

Smokers are instructed through a sign to smoke on Elm Grove, both staff and security make sure customers are made aware of this. We also now clean up the pavement area in the rare instance a cigarette butt is dropped.

We do not have masses of people standing outside, due to our size as a small 30 seater venue.

I've compared my estimate to the number of taxis with staff who manage busier weekend shifts, we have worked out around 6 taxis per night come to the venue. The taxis apps which most people use and the address in which the taxi companies hold is for 62 Elm Grove, not Woodpath. In nearly 3 years we have never witnessed a jam caused by customers ordering taxis.

I do not believe enough taxis arrive at our venue to cause residents an issue.

The commuter noise she reports could be linked to multiple venues including large wedding parties at the Irish Club opposite. The majority of our customers leave via Elm Grove.

Referencing urinating. We tend to attract well behaved customers, as we are more of a continental style venue. We rarely have toilet queues and don't stop customers using toilets during shut down. We are sorry if this ever happened, but we don't believe we attract this clientèle who would be disrespectful.

Concerning noise, we have invested £3000 in sound insulation, and keep back doors shut after 11pm, even though this was never a condition of our license. I regularly as a 37 year old with good hearing, along with my staff do a walk around after midnight to make sure no music or general noise is escaping. The alley is almost mute with noise, which is surprising. We have a large block of flats closer than the rep at number 2, who have never made a complaint.

Regarding the kitchen door not being shut, this is around 11pm when chefs are tidying up, but I've made moves to make sure they keep the door closed after 11pm.

The photographs provided by Ms Turner I'm sorry to say are quite misleading. They show in the main rubbish by the Polish shop next door. Knowing the history with the shop she refuses to talk to them, to quote her “they don't speak English”. I accept that over Christmas there was a backlog of kegs since our suppliers in Belgium shut down for 2 weeks over the holidays. Due to heavy winds and being closed on Christmas Day, the rubbish from next door seems to have blown over, along

with a few kegs. The polystyrene fish containers she mentions do not belong to us, but the shop next door's fish stock. I attach photos to show the condition of our back yard during a random council inspection on 4/1/2018.

The containers are sealed cooking oil due for weekly collection by our wine supplier.

Concerning rolling of barrels. I apologise if someone has done this. However, we account for all our barrels since we pay a deposit on them, and would notice if any were missing, which we haven't.

Our bin has a lock which prevents movement. The small car is parked on our land and doesn't block access. If either of these things were happening there are many apartments that also need access who would have also complained to me and the council.

Most other venues close before 1am, including a large student pub at 12.30, so any impact would have already been experienced during our current trading. To which as stated there's been no complaint made connected to my venue to the council or police.

I've never refused to speak to Ms Turner.

**Where I've not already answered on Ms Turner's complaint, I'll reply to additional issues raised in Representations.**

### **MS HOUSE, 10 WOODPATH**

Our only contact with Ms House is when she objects to our license, which has happened 3 times on initial opening in 2014, increase to 2am in August 2015 and on this application. We've received 0 complaints from her directly nor has she contacted any authority about disruption. I have tried to discuss issues with her and she's ignored each attempt.

### **MR HOUSE, 10 WOODPATH**

Like Ms House, we've received 0 complaints, and this person regularly uses our venue in the last hour before closing at weekends, never expressing any issues.

Concerning broken bottles, we do not allow customers to leave with open bottles. We do offer a take out service, which is mainly used for gift packs. We sell around 3 bottles at night for take out. The customer would not have time to consume the beer in the space of 5 houses to dump/smash the bottles, most of which cost over £5.

The comment about throwing glass in the bins at 5 or 6am, our staff are not on the premises, and do not empty glass after 9.30pm as per our license. Viola who collect our bins come at around 8pm at night.

Regarding parking of cars linked to fast food shops, this doesn't relate to our venue.

Since our 5 break ins, we have been working closely with our local MP Stephen Morgan, Councillors and Marcus Cator at Portsmouth Police to take action on cleaning up the general area. I recently addressed this to Donna Jones in a Full Council meeting. When we arrived in 2014 drug dealing was a big issue in the telephone box near our venue. We've now almost eradicated the issue and have managed to get the council to install CCTV along Elm Grove for public safety and crime prevention. (SEE LINK - <https://www.portsmouth.co.uk/news/crime/businesses-fight-back-against-crime-with-cctv-and-whatsapp-1-8232327>)

The stabbing last year was completely unconnected to our venue. I find it disappointing that this has been linked to us in a Representation. The stabbing was at 4am on a Sunday, we closed then at 1am. This was connected with a drug gang from London. (SEE LINK - <https://www.portsmouth.co.uk/news/crime/two-men-attacked-in-southsea-stabbing-1-8175947>)

Regarding the strength of alcohol. From nearly 3 years of trading, any trouble tends to come from people who don't appreciate beer, and go for our lager at 4.2%. Customers who drink our higher percentage beer, appreciate the culture that comes with Belgian beer and do not abuse it.

Serving alcohol during breakfast is purely as a back up if someone wants a beer, the majority of customers don't request this and we'd like to serve alcohol incase of requests. We cannot creep into a 24 hour venue without an appropriate license, which we don't intend to apply for.

In nearly 3 years I've not seen any other venue in the road increase trading hours because of us. We are on good terms with all the bars in the area, and most of our late custom is bar workers coming after shift. Or indeed Mr House who comes in around 1am with his friends from the Wine Vaults and drinks our 11.3% porter

### **MR MANSFIELD, 8 WOODPATH**

Mr Mansfield is a regular customer of ours too, and hasn't expressed any concerns with me directly. I did speak with him about his representation, and has said he can't definitely link the disturbance to us. They have children so I'd imagine the authorities would have received a complaint if it was us causing a problem.

We are more than willing to listen to feedback and where we are to blame adjust volumes, change where possible our operation.

Drinking in public by our customers isn't something we've seen, again we don't allow customers to consume their open purchases outside.

We too witness beggars drinking in the alleyway and behind Friendship House, sometimes behaving in an antisocial way, mainly during the day, but where possible we report it. We've also got the police to issue banning orders of persistent offenders. But these people are not our customers or linked to our venue.

I've also attached the signs regarding bottle sorting, the back door and notice for customers leaving.

A concern I've heard is what if someone else moves in and doesn't operate like we do. A license review would be put into place if a new occupant didn't respect the area. It should be noted, I've no plans to change from myself as operator of the venue.