

Current Premises Licence – 17/09675/LIPRW**City of Westminster**

64 Victoria Street, London, SW1E 6QP

Schedule 12  
Part AWARD: Abbey Road  
UPRN: 100022737503

Premises licence

Regulation 33, 34

Premises licence number:

17/09675/LIPRW

Original Reference:

16/01702/LIPN

**Part 1 – Premises details****Postal address of premises:**The Clifton  
96 Clifton Hill  
London  
NW8 0JT**Telephone Number:** Not Supplied**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**Late Night Refreshment  
Sale by Retail of Alcohol**The times the licence authorises the carrying out of licensable activities:**

<b>Late Night Refreshment</b>	
Monday to Saturday:	23:00 to 23:30
<b>Sale by Retail of Alcohol</b>	
Monday to Saturday:	10:00 to 23:00
Sunday:	12:00 to 22:30

**The opening hours of the premises:**

Monday to Saturday:	10:00 to 23:30
Sunday:	12:00 to 23:00

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption both on and off the Premises.

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:

Robson Brothers Limited  
311 Ballards Lane  
North Finchley  
London  
N12 8LY

Registered number of holder, for example company number, charity number (where applicable)

08183962

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:

Name: Mr Edward Robson

*Please note: It is the policy of the Licensing Authority not to display the address details of a designated premises supervisor.*

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:

Licence Number: PERS-LIC/03/02/2023  
Licensing Authority: London Borough of Camden

Date: 04 October 2017

This licence has been authorised by Mrs Shannon Pring on behalf of the Director - Public Protection and Licensing.

## Annex 1 – Mandatory conditions

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;
      - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
    - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
    - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
    - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
    - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6.
  - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.

7. The responsible person must ensure that—

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
  - (i) beer or cider: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

8(ii) For the purposes of the condition set out in paragraph 8(i) above -

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula -

$$P = D+(D \times V)$$

Where -

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
    - (i) the holder of the premises licence,
    - (ii) the designated premises supervisor (if any) in respect of such a licence, or
    - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
  - (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
  - (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
- 8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

**Annex 2 – Conditions consistent with the operating Schedule**

None



### Annex 3 – Conditions attached after a hearing by the licensing authority

9. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.
10. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
11. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly
12. A Challenge 21 or Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS hologram.
13. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
14. No rubbish, including bottles, shall be moved, removed or placed in outside areas on Monday to Friday between 22:00 hours and 08:00 hours the day following and on Saturdays, Sundays and Bank Holidays between 22:00 hours and 09:00 hours the day following.
15. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.
16. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points and the outside area will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
17. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
18. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
19. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which will record the following:
  - a. all crimes reported to the venue
  - b. all ejections of patrons
  - c. any complaints received concerning crime and disorder
  - d. any incidents of disorder
  - e. all seizures of drugs or offensive weapons
  - f. any faults in the CCTV system or searching equipment or scanning equipment
  - g. any refusal of the sale of alcohol
  - h. any visit by a relevant authority or emergency service.

20. There shall be no self-service of alcohol.
21. There shall be no striptease or nudity, and all persons shall be decently attired at all times unless the premises are operating under the authority of a Sexual Entertainment Venue Licence.
22. During the hours of operation of the premises, the licence holder shall each day ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
23. The licence holder shall enter into an agreement with a hackney carriage and/or private carriage firm to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.
24. The Beer Garden shall not be permitted to be used by customers after 22:00 hours.
25. The windows at the front of the premises shall not be used as a hatch for the serving of food or drinks.
26. All windows and external doors shall be kept closed after 21:00 hours except for the immediate access and egress of persons.
27. Loudspeakers shall not be located in the entrance lobby or outside the premises building.
28. After 22.00 hours patrons permitted to temporarily leave and then re-enter the premises building, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.
29. After 22:00 hours patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall be limited to 5 persons at any one time.
30. Patrons permitted to temporarily leave and then re-enter the premises building after 22:00 hours to smoke shall be restricted to a designated smoking area defined as being immediately outside the lobby entrance to the premises as far as the building line.
31. During the hours of operation of the premises, the licence holder shall each day ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
32. No collections of waste or recycling materials (including bottles) from the premises shall take place on Monday to Friday between 22:00 hours and 08:00 hours the day following and on Saturdays, Sundays and Bank Holidays between 22:00 hours and 09:00 hours the day following.
33. No deliveries to the premises shall take place on Monday to Friday between 22:00 hours and 08:00 hours the day following and on Saturdays, Sundays and Bank Holidays between 22:00 hours and 09:00 hours the day following.
34. The premises licence holder shall ensure that any patrons smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway.



35. No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.
36. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
37. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
38. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
39. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
40. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the Police or an authorised officer of the City Council at all times whilst the premises is open.
41. No recorded music, live music, radio, television or other form of noise-producing device or noise producing activity or entertainment whatsoever shall be permitted in the outside area.





**City of Westminster**  
64 Victoria Street, London, SW1E 6QP

Schedule 12  
Part B

WARD: Abbey Road  
UPRN: 100022737503

Premises licence  
summary

Regulation 33, 34

Premises licence number:

17/09675/LIPRW

#### Part 1 – Premises details

##### Postal address of premises:

The Clifton  
96 Clifton Hill  
London  
NW8 0JT

Telephone Number: Not Supplied

##### Where the licence is time limited, the dates:

Not applicable

##### Licensable activities authorised by the licence:

Late Night Refreshment  
Sale by Retail of Alcohol

##### The times the licence authorises the carrying out of licensable activities:

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##### Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:

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**Name and (registered) address of holder of premises licence:**

Robson Brothers Limited  
311 Ballards Lane  
North Finchley  
London  
N12 8LY

**Registered number of holder, for example company number, charity number (where applicable)**

08183962

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

**Name:** Mr Edward Robson

**State whether access to the premises by children is restricted or prohibited:**

Restricted

**Date:** 04 October 2017

**This licence has been authorised by Mrs Shannon Pring on behalf of the Director - Public Protection and Licensing.**

Representation – Environmental Health

CITY OF WESTMINSTER

MEMORANDUM

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**TO** Miss Heidi Lawrance

**REFERENCE** 17/11411/LIREVP

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**FROM** EH Consultation Team, 4<sup>th</sup> Floor, City Hall

**REFERENCE** 17/049699/EHCT

**BEING DEALT WITH BY** Anil Drayan

**TELEPHONE EXT.** 1774

**DATE** 7 November 2017

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**THE CLIFTON, 96 CLIFTON HILL, LONDON, NW8 0JT**

I refer to the application for review of the Premises Licence for the above premises.

Environmental Health supports this application pending review of the information submitted by the applicants and also so that Environmental Health may be party to any discussions held between all interested parties.

Environmental Health will also submit further information in due course detailing the involvement of the Council's Noise Team and City Inspectors with the premises and residents.

Please contact me if you require further advice or information.

**Anil Drayan**

**Environmental Health Officer**

**Environmental Health Consultation Team**



**Resident Representations in support of the Review Application**

<b>Name:</b>	Amir Nadal
<b>Received:</b>	01 Nov 2017
<p>My name is Amir Nadel and I live at 90c Clifton Hill, London NW8 0JT. I am writing in connection with the application submitted by the Clifton Hill Residents Group (CHRG) for a licence review of the above premises.</p> <p>I am in full support of a licence review.</p> <p>Attached is a copy of my logbook which I have prepared detailing incidents and breaches of licence conditions relating to The Clifton Pub together with supporting evidence. The logbook also incorporates my written representations at the beginning of the document.</p> <p>You will see from the logbook that, even after the submission of the application for review, the licence condition breaches continued. These breaches could have, and should have, been prevented by the operators, however their unwillingness to act goes to show that they care very little about how to properly operate a pub in a residential area. They have shown a flagrant disregard for the licence conditions already imposed on them by the Licensing Sub-committee, and they are disrespectful to me and the other local residents who have been complaining to them about the way they operate. They have shown themselves to be wholly unprofessional both in the way they have abused their licence and in the way that they have ignored my concerns.</p> <p>I am aware that the pub operators have been spreading false and malicious rumours about me. Their campaign against the review application has, regrettably, been driven by the making of misleading representations to their customers and residents in the street that "the aim of the review is to close the pub", despite the fact that the application and supporting evidence (which I have viewed online) clearly states the opposite. The review is in fact about the operators' failure to adhere to their current licence conditions and the necessity to introduce proper methods to control their customers and deal with their mismanagement.</p> <p>Yet again, the operators have shown not only a lack of understanding of what the review is about, but also a blanket refusal to acknowledge the true facts.</p> <p>I would also like to add that the operators' "campaign" (if I can call it that) has brought about a level of harassment and intimidation to the street, still ongoing, which is ugly and a total overreaction to the request for a licence review. They have allowed the review application to be turned into a personal matter, which has brought animosity, bullying, threats and racial hatred to the street. This has created an unpleasant atmosphere which is very concerning to me and other local residents. This again shows that the operators are wholly insensitive to my and other neighbours' concerns.</p> <p>I am also particularly concerned about the way in which the operators have used a vulnerable elderly man, who has been sitting outside the front door of the pub on a chair (with a small table) brought from his home, from the early hours of the morning to the late hours of the night, to gather signatures for the operators incomprehensible "save the Pub" campaign, telling anyone who will listen that the review is "illegal" and that anyone who supports the review in any way is a "liar". The matter was brought to the attention of the Police who have been called on several occasions to deal with this individual. Whilst I believe that everyone has the right to express their opinion and stand for what they believe in, using this man in this way is a step too far. I consider that the manner in which the operators are dealing with the application for review is wrong on so many levels.</p>	

<b>Name:</b>	Platon Tserliagkos
<b>Received:</b>	20 Oct 2017
<p>I am writing in support of the above licence application review that was submitted by the Clifton Hill Resident Group (CHRGg).</p> <p>Whilst I am a customer of the Clifton Pub, since it opened in May this year, I have experienced on many occasions noise nuisance originating from noisy customers in the front garden (the beer garden) and the side road . This normally occurs Monday to Friday , especially Wednesday, Thursday, Friday and Saturday , between around 6pm and 9pm. Also , on Sundays from around 2 pm till around 8 pm. The noisy crowd make it impossible for me to sit and enjoy a quiet evening at home, even when my living room windows are shut.</p> <p>Very noisy late leavers around 11pm -11:30pm walking by my flat often wake me up.</p> <p>Sometimes , there are groups of customers standing for long periods of time on Clifton Hill , speaking in a very loud voice and laughing loudly at night. They should be asked to leave by the pub operators.</p> <p>Also , occasionally early morning deliveries at times as early as 4am wake me up , especially the banging doors of the delivery trucks.</p> <p>I think my life in this street will return to what it was before the opening of the pub and will be more peaceful and of higher quality , if the following recommendations could be considered in the hearing:</p> <ol style="list-style-type: none"> <li>1) Early closure of the front garden , preferably at 6 pm to coincide with Westminster building works regulations ,</li> <li>2) selling , serving and consuming of food and alcohol to be restricted to the inside of the pub and front garden ,</li> <li>3) not allowing the pub customers to use the side road or Clifton Hill</li> <li>4) supervision of customers by a professional steward until closing time</li> </ol> <p>Introducing a supervision by a steward , especially from 5pm till closing time and all the weekend will be a great help. I believe that this should be required from a business of this kind in a residential street .</p> <p>Lastly, I would like to emphasise that I do not write in order to ask for closure of the pub , but to request the introduction of additional restrictions to control the noise and to assure that my quality of life in the street are what they used to be.</p>	
<b>Name:</b>	Ben Howard
<b>Received:</b>	19 Oct 2017
<p>I have been passed your details as someone I could share my experiences with since the Clifton Pub opened last year. I live at 1 Clifton Hill Studios, which is directly opposite the pub.</p> <p>Firstly the noise level, particularly during the summer weekends, is very high. This level of noise runs until 11pm or later, and is very disturbing even with all windows closed.</p>	

Secondly the parking situation is a complete disaster. Especially as during the weekend the parking spaces are freely available to those without a permit. Not that this makes a difference because many vehicles are parked illegally on double yellow lines. Despite being a resident of Clifton Hill, with a permit, I frequently have to park on adjacent streets.

Finally, there are a small number of individuals who continue to make noise after the pub closes. We have seen people sitting in the middle of the street, leaving empty beer bottles on the pavement etc.

To me this seems just crazy that this kind of goings on can continue on such a residential street.

<b>Name:</b>	Simon Bernstein
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<b>Received:</b>	8 Nov 2017
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I understand that you are the licensing officer dealing with an application requesting a review of the licence for the Clifton Pub at 96 Clifton Hill, London NW8 0JT. I am writing to support the application for a licence review as I believe that the current owners are failing to manage the venue in a way which complies with the Licensing Objectives, in particular the prevention of public nuisance.

I live in Carlton Hill, which is a residential side street within the St John's Wood Conservation Area. Our home is parallel to but one street south of Clifton Hill and some 5 houses west of the pub. The houses on Clifton Hill are tall and even when detached built close together so we have been surprised that they have not acted as barrier against the noise from the beer garden which appears heavily used when the weather is amenable. The nuisance is sufficiently loud even some distance from the pub and through the barrier of a row of large houses and two lengths of garden.

There have been a number of instances when our family have been affected by the operation of the premises due to noise intrusion for prolonged periods into the late evening when we and our children have been trying to sleep.

We have contacted the pub and the noise team at Westminster several times about these matters and emailed the noise team on 7 July regarding a particularly bad night on Wednesday 5 July. We received no response.

We support the pub and have visited it a couple of times. However, we feel strongly that the operators should be more proactive in managing noise from the beer garden and when patrons are leaving at the end of the night.

Your licence review should remind the operators of the seriousness of their obligations to their neighbours given the completely residential nature of the area where they operate.

<b>Name:</b>	Phillip Davis
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<b>Received:</b>	7 Nov 2017
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I understand that you are the licensing officer dealing with an application which has been submitted requesting a review of the licence for the Clifton Pub at 96 Clifton Hill, London NW8 0JT.

I live in Clifton Hill, which is a residential side street within the St John's Wood Conservation Area. I am writing to support the application for a licence review as I believe that the current owners are failing to manage the venue in a way which complies with the Licensing Objectives, in particular the prevention of public nuisance.

There have been a number of instances where I have been affected by the operation of the premises and these generally take the form of people shouting and screaming in the street late at night and other similar drunken behaviour. The events I remember as being particularly bad are the following:

On the evening of Friday 26th May 2017, there were perhaps 40 or so people gathered outside the pub, some of them spilling out onto the path to the side of the pub and also on Clifton Hill itself. They were there until late into the evening getting more and more inebriated and making a terrible amount of noise which was really very disturbing not just from a noise point of view but also from this great mass of people. It was also worrying because the street is residential with families. My young children were visibly upset.

I hoped this might be a one-off. However I was wrong. On the night of Saturday 3rd June 2017, there were again problems in the street. This time, I was so concerned by the events that I emailed the Council the following morning to make a formal complaint. I did this because I thought that the matter should be escalated given what had happened a week earlier on the 26th May. I also thought about complaining to the pub, but I sensed that this would be futile and I was also of the opinion that the seriousness of the matter meant that the best person to handle the complaint was Westminster Council as licensing authority. My email to the Council of 4th June 2017 read as follows:

"I want to report antisocial behaviour (shouting and screaming) along Clifton Hill NW8 caused by drunken customers - approx 15 or 20 people - who were leaving the Clifton pub at no. 96 Clifton Hill last night .... The noise lasted for about 20 or 25 minutes and was incredibly loud waking many of us up in the street. I was worried not only by the loud noise but I also felt very unsafe. Please can you look into this for me and other residents as a priority. It is completely unacceptable for this to happen in what has been a quiet residential street. The Clifton at no. 96 opened only a couple of weeks ago. This is not the first time this has happened since it opened and I am concerned that the operators do not know how to deal with these issues and do not care for the residents of this street. The operators seem to be attracting the wrong sort of crowd."

I received what was clearly a standardised response from a Mr Michael Peters that same day saying: "Your complaint has been noted by the Noise Team and has been passed to the City Inspectors as they deal with Licensing matters and regularly visit problematic premises. The Council does operate a 24 hour call out service for noise and can be contacted on 02076412000 at any time. We do act as the eyes and ears for our Licensing inspectors and would visit to assess the problem. However, with this sort of short lived anti-social behaviour the chances of the Noise Team officer witnessing anything are remote. We aim to respond within 45 minutes."

I did not at the time know who the "City Inspectors" were, but I heard nothing further from Westminster in response to my complaint. This was frustrating because I do not complain lightly. I put it down to the fact that the Council must get a large number of complaints about noise across the Borough.

Then on Friday 1st September 2017, there were further issues at the pub and this was really very shocking. I recite below the content of an email which I sent to Westminster in the small hours of the morning (2nd September):

"I am writing to make a formal complaint about the events of this evening (Friday 1 September) at the above pub. I was unable to get through to the noise team on the phone as no-one answered the line, hence this email to you written in the early hours of the next morning. There was from approx 9pm onwards on 1 September extremely loud noise coming from the beer garden at the front of the pub, literally screaming, shouting and totally drunken and unacceptable behaviour in this residential street. I was extremely concerned and worried especially as I had to walk by to get to my house with my wife and two children. I was left speechless. It was more like being in the midst of a football match with chanting and screaming. Something has to be done about this. I would add that this is not the first time that this has happened at this pub and things are getting worse each week. Please can someone call me back either tomorrow morning if possible (or Monday if no one is around) so that I can discuss this in more detail with one of your team members. Thank you."

It is difficult to explain in words how serious and troubling the events were that evening. I was genuinely concerned and worried for the safety of my family. In response to my complaint, I was telephoned on the morning of Saturday 2nd September 2017 by someone called Ken Agnew and he told me that he would escalate this to a Mr Keegan. He then emailed me to confirm this and also gave me what he called a "Job Reference": 17/28271/ENNS45. Mr Francis Keegan emailed me on Monday 5th September 2017 asking me to call him. His email stated that he was a City Inspector and Team Manager in the Council's public protection and licensing section.

We spoke that afternoon about my complaint and also generally about the venue. He told me that the noise team had received a number of complaints from other residents in the street that he had followed up on. Mr Keegan said that he would be visiting the premises to speak to those in charge. I felt satisfied that the complaint I had made concerning what happened on 1st September was at least being looked into by someone who was clearly a sensible and responsible person.

On Friday 6th October 2017, there was another issue involving loud noise coming from outside the pub late at night, at about 10.15pm. This involved a group of (probably drunk) people standing on the street outside the pub, shouting and laughing extremely loudly at that late hour of the night. The noise disturbed me and also woke up my young daughter whose bedroom looks onto the street. Unhappy at having to endure yet another occurrence of people shouting in the middle of a residential street at night, I made a further complaint to the Council. I really felt by then that it was high time that proper steps were taken by the licensing authorities to deal with noise issues in the street, which was becoming a regular occurrence since the pub re-opened in May 2017. My complaint was logged with reference number 17/32411/ENC45.

There have been other occasions where I have been disturbed and these are generally at night, and are caused by noisy customers leaving the premises, having had too much to drink and behaving inappropriately in a residential street at night. On such occasions, where there are these short bursts of anti-social behaviour, calling or emailing the Council would be pointless so I have not bothered doing this. However, it does not really seem fair that I should have to put up with this. I do not think it is asking too much for the owners of the pub to properly regulate their business and control their customers.

Clearly, whatever they are doing (if anything) is not enough. I believe that the management either do not appreciate the effect that the pub is having on me and other local residents or, worse still, they know what is happening but are more interested in keeping their customers happy than caring about whether residents in the street are disturbed or woken up by revellers.



I hope that a review will deal with my concerns. I would appreciate it if you could pass on this email so that my views are aired at any review hearing.

<b>Name:</b>	Lesley & Simon Blackford
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<b>Received:</b>	4 November 2017
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My name is Lesley Blackford. I live with my husband Simon in the top flat at 98, Clifton Hill which is separated from the pub only by a passageway. I have lived in this house since 1988. I never remember the pub being as noisy as it has been this summer. The landlords used to be much stricter about any noise.

When the weather has been good there have been a number of evenings, especially at the weekends, when we would have liked to have the windows fully open but it has been impossible as the noise has been so loud. The noise is mainly from the front garden area but it includes young people who come out of the pub for a few minutes to spend time on their phones between the pub and our home. If our windows are open we can hear every word they say. The pub seems to attract a younger crowd than the old Clifton did.

When our building works are finished we will have a terrace at the back of the property and I am worried about the noise from the conservatory area at the back of the pub and the people who congregate in the passageway between us and the pub.

I believe that the facts stated in this witness statement are true. I am aware that this statement will be used in support of an application to review the premises licence, and that as supporting documentation it will be seen by the licence holder and will be available to view on the City Council's Licensing Register, and will also form part of the Report to Sub-Committee which is a public document.

Resident Representations in support of the Premises

<b>Name:</b>	Louise Richmond
<b>Received:</b>	6 November 2017
<p>It is really sad to see that the Clifton is having its licence reviewed. It is such a fantastic amenity for our local area and we would hate to see it go. We were there only yesterday for lunch with another family and their young children and it is such a welcoming family pub. We also went there on Halloween and they were making hot dogs and welcoming everyone who was passing.</p> <p>I used to live at 100 Clifton Hill when the pub was run by previous landlords and it was always a real gem on our doorstep. We were only 2 houses away but there was never a time when the customers woke us up or kept us awake (and our bedroom was roadside) and it was always a brilliant addition to the neighbourhood. My sister in law still lives on Clifton Hill as do many friends and we all love the pub. The food is great, the landlords are lovely and it has a very safe feel. There is certainly no noise, crime is certainly not up (if anything it is down as the road is no longer deathly quiet as there are customers walking to and from the pub) which puts off those intent on causing damage and stealing items from cars and it really adds to the local community. We were all delighted when the pub re-opened its doors and we would hope that you can see that to revoke the licence would be a terrible mistake and a great loss for everyone in St Johns Wood.</p> <p>Please please allow the pub to keep its licence, it is a truly warm and welcoming place for all.</p> <p>It is really sad to see that the Clifton is having its licence reviewed. It is such a fantastic amenity for our local area and we would hate to see it go. We were there only yesterday for lunch with another family and their young children and it is such a welcoming family pub. We also went there on Halloween and they were making hot dogs and welcoming everyone who was passing.</p> <p>I used to live at 100 Clifton Hill when the pub was run by previous landlords and it was always a real gem on our doorstep. We were only 2 houses away but there was never a time when the customers woke us up or kept us awake (and our bedroom was roadside) and it was always a brilliant addition to the neighbourhood. My sister in law still lives on Clifton Hill as do many friends and we all love the pub. The food is great, the landlords are lovely and it has a very safe feel. There is certainly no noise, crime is certainly not up (if anything it is down as the road is no longer deathly quiet as there are customers walking to and from the pub) which puts off those intent on causing damage and stealing items from cars and it really adds to the local community. We were all delighted when the pub re-opened its doors and we would hope that you can see that to revoke the licence would be a terrible mistake and a great loss for everyone in St Johns Wood.</p> <p>Please please allow the pub to keep its licence, it is a truly warm and welcoming place for all.</p>	

<b>Name:</b>	Iain Fraser
<b>Received:</b>	15 October 2017
<p>I object to this review. I have visited the pub regularly 3 or 4 times a month since it reopened. I have never heard excessive noise levels outside. On every occasion when I visited in the evening, the beer garden was closed at the correct time and the premises windows were shut at the same time, preventing excessive noise outside. My overall impression is the current pub is much quieter and "neighbour friendly" than when it operated prior to closure some years ago.</p> <p>The residents group must appreciate you will always get some noise when you live next to a pub, however, they chose to locate there and there has been a pub on that site before they were residents in the area.</p>	
<b>Name:</b>	Joram Siegel
<b>Received:</b>	2 November 2017
<p>The Clifton is our favourite restaurant in the area. We go there all of the time with our kids. It is a neighbourhood institution, family friendly and greatly contributes to the charm of the neighbourhood.</p> <p>In all of our time going there, we have never seen behaviour that would be considered disruptive to the neighbourhood. It is not just a pub, but a family friendly part of the block.</p> <p>I would even say that its presence on the block makes the block safer, as the street would be somewhat dark without it. The Clifton should be viewed as a beacon of light that adds to the enjoyment and safety of living in the neighbourhood.</p>	
<b>Name:</b>	Alice Rink
<b>Received:</b>	1 November 2017
<p>The Clifton makes me feel much safer walking in the neighbourhood at night as there is now a spot you can duck into if you feel unsafe or need help on what is otherwise street upon street of private residences. I have never seen any rowdy or disruptive behaviour at the Clifton.</p> <p>It is a pub I would be thrilled to have on my own street as it is so professionally run and respectful of the residents. I can say in all honesty, I have never been to such a quiet pub. Last night we left at 10pm and as soon as you exit you can't hear a clink of a glass or a conversation. It has no noise pollution.</p> <p>A wonderful family pub/restaurant. No problem with noise, Clients respectful, My child is often with us, Very professionally run Car crime has reduced since it has opened I'm confused by the objections, especially as they are from a group that have taken on the name of Clifton Hill and yet I have never been asked to join any Street group? This is mis-leading. The document submitted is false and unfair,</p>	

biased my negative opinions, was very sad to see that a minority of residents (The same residents that have always hated the pub in the street, made the previous landlords life a misery, and have been instrumental in the ongoing objections and blocking of the present pub) Have actually been able to question the licence AGAIN!

**Name:** Kevin Conaty

**Received:** 31 October 2017

I object to the review. The pub continues to be an asset to the community. The new owners and patrons are considerate and are making a significant effort to run a quite neighborhood pub that has important historical value.

**Name:** Susan Johnson

**Received:** 2 November 2017

My husband, Neil Kell, and I reside at 95 Clifton Hill, with our three children (15, 13 and 8). We have lived directly across the street from the Pub for over a year so we have experienced life on the street both before and after the Pub opened. We can unequivocally assert that the quality of our life on the street has not changed in a detrimental way since the Pub opened. It is, in fact, quite the opposite.

The Pub has brought a bit of excitement to the street. It is a physically attractive space which draws a lovely crowd of people, including a great number of families. We meet friends at the Pub and enjoy the Sunday roast with our kids on a regular basis. The atmosphere at the Pub is very relaxed. The ambience is quiet and cultured. It is in no way rowdy or rambunctious. It really is a soothing environment where families are embraced. The owners and their staff go out of their way to get to know the regulars, which is a much appreciated touch.

As I noted, we live directly across the street from the Pub. If there were a "line of fire" we would be caught directly in the crosshairs...but there is none. My youngest child goes to bed by 7 pm. Her bedroom faces the pub. Not once since the pub opened has noise emanating from across the street kept her awake. Our bedroom faces the street as well. The odd time we might hear a small amount of chatter around closing time but it is fleeting and not troublesome. I have seen a security guard out front of the pub on the weekend nights ushering people along.

Security, safety: not a concern at all. We have not experienced anything untoward since the pub opened. Parking is not an issue. Increased car traffic is not an issue. We do not have a heightened sense of anxiety in any way. We feel as safe as we did before the pub opened.

We fully support the continued operation of the Pub in its current capacity. It is a bright spot on our street and in our neighbourhood.

**Name:** Manuela Eine

**Received:** 1 November 2017

I am a frequent guest at the Clifton Pub with my husband and often children as well. The owners are doing a wonderful job of keeping the pub safe, quiet and family friendly. There are NO rowdy pub goers - it is a neighbourhood pub with excellent

food and drink. It has been closed far too long and now that it has reopened so many of us are extremely happy and frequent the pub regularly to socialize have a meal, have a pint while on a dog walk, meet friends, etc. Some mothers and I even stop in for a coffee occasionally in the afternoons. Everyone is very respectful of the neighbours and the owners are diligent in keeping the noise to a minimum outside.

This is a wonderful gathering place and I beg you to please not take any drastic measures that might jeopardize the pub and how it operates.

There are very few people who have gone to great lengths to make this appeal - and MONEY and power talk. Please don't be fooled.

We have trust in our council that you will engage with both sides and understand that this pub is a wonderful addition to the community.

Thank you in advance for your consideration.

<b>Name:</b>	Erin Brown
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<b>Received:</b>	1 November 2017
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I am a frequent customer of the pub and find it to be an excellent addition to the neighborhood. The staff are always extremely welcoming, the service is courteous, the food is well above average and the clientele are a nice mix of local residents. I have been to visit the pub at numerous different times throughout the week - midweek for dinner, Friday/Saturday evenings for drinks and/or dinner and Sunday for lunch. Each time I have come away with a positive experience and as such it has quickly become a favourite local establishment. I have never experienced any unsociable behaviour while at the pub and never have I thought that the pub is anything other than a community benefit - a nice, relaxing place to socialize with friends and neighbours in peaceful enjoyment. I am a strong supporter of this local, family run business and sincerely hope that it remains open.

<b>Name:</b>	Chris Zlatarev
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<b>Received:</b>	15 October 2017
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I would like to express my strong support for the current operators for the Clifton. The Clifton has been part of the neighbourhood for many years and operating as a pub and restaurant is an important meeting for st johns wood residents and friends for many years.

Following the acquisition of 96 Clifton hill by a greedy developer who was only interested in converting the building into a residential house he also got the support of a small number of residents who were not in favour of the pub. in addition the same owner converted the floors above the pub into apartments (it would be astonishing if the same people are now complaining)

The reality is the Clifton has never been a nuisance and has never attracted the type of loud drunk the are more common in other areas of town. In fact due to the long closure of the pub the current operation is very quiet with a much smaller number of customers than common prior to the pubs closure. Furthermore, the pub is really a



gastro-pub as was the case before and one don't really have any of the problems associated with heavy drinking at other pubs.

The operator should be allowed to continue its operations as any further restrictions are unreasonable and could make it difficult for the pub to stay in business. The pub is an important part of the fibre of St Johns Wood and its history and its continued operations should not be restricted. Any neighbours complaining are somewhat hypocritical as they have bought their apartments in the full knowledge that there is a pub in the street. as for the conversion of the area above the pub into residential, the planning authorities clearly have done this without any regard for the history of the building or the convenience of residential units on top of a commercial premise, however it is the pub which was there first and its operations have been and continue to be in full harmony with the area.

<b>Name:</b>	Rita Padam
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<b>Received:</b>	3 November 2017
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I think it would be a terrible shame if the pub was to go. It is a place where we as a community can get together. I feel as a woman much safer when I come home in the evenings. It is a lovely safe pub which brings a community feel to the road. There is never a noise problem as it's a very quiet pub which is its charm. Many thx

<b>Name:</b>	Mark Jones
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<b>Received:</b>	28 October 2017
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I have lived in the area for 18 years (7 of which was in Ainsworth Way) and was a regular to the Clifton in its previous incarnation. I think we would all agree that the pub has been in existence longer than anybody alive today and one would therefore assume the members of the CHRG would have considered the potential noise emanating from a pub when they openly chose to purchase or rent a property on the street.

Notwithstanding, the above my reading of the licence and experience of going to the new Clifton has clearly highlighted that the Robson Brothers are working under a much more restrictive operation than the previous licensee. This highlights that local resident concerns have been taken in to account. There will always be minor discretions of the rules, but I have witnessed the Robson Brothers and team actively, close the beer garden and close windows as per the licence requirements and there are signs requesting customers to be considerate to local residents.

The CHRG state they are not opposed to the pub but many of them attended the ACV listing appeal (I also attended) and their testimonies clearly demonstrated a desire for the pub to be closed. They are clearly aware that restricting the use of the beer garden or its closure which is the core point of their argument will put the business operation of the pub in jeopardy. This is a very thorough but subjectively orchestrated attempt at ultimately seeking closure of the pub.

Maybe the Robson Brothers could consider some softer furnishings internally, for example carpets which can actively reduce any potential noise pollution especially if the pub is busy.

This is a wonderful community asset which brings together the rich diversity of our city.

**Name:** Paul Davis

**Received:** 6 November 2017

Pub has been re done and is such a nice Environment with nice people nice food nice guys who run it. Not sure what the issue is but feel the people in the pub always very nice and it's nice to have a local pub for local residents go to

**Name:** Richard Schumacher

**Received:** 8 November 2017

My experience of the Clifton is at odds with what is described in the application for review.

There are also more notices to respect neighbours and disperse quietly than I can ever recall seeing in any other pub in London. Whilst I acknowledge there are probably some times when there is more noise than one would want, in general the ambient sound to me has seemed subdued and the beer garden volume contained. That's been true in my experience in warm months and, more recently, in colder ones.

When I walk down Clifton Hill, it's really not until I am right in front of the pub that I know it's there. You don't hear loud conversation booming down the street. (This is in marked contrast to, for example, the Duke of York pub at the top of the St. John's Wood High Street.)

The Clifton is an asset of community value, and I believe the management are acting in a manner respectful of the local community.

I do not believe further conditions should be imposed.

**Name:** David Matthews

**Received:** 1 November 2017

I live less than 500 metres from the Clifton pub. I've lived in the area for over 30 years.

I have visited the pub over the years many many times. On the birth of my first child, death of my mother, New Year's Eve and Just to have a quiet drink and a snack with friends. It is a vital part of the community. The current landlords run a very nice pub I would be happy to live next door to. It would be a travesty if the pub closed or restrictions were placed on its trade that made it commercially unviable. I see no reason to change anything about the current operation.

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<b>Name:</b>	Bela Mongia
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<b>Received:</b>	5 November 2017
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I am a neighbour of The Clifton pub and a regular customer. I've been a resident on Clifton Hill since 2007, first at 72 and now at 114 Clifton Hill. I have seen the pub under the previous ownership and under the current management.

The current incarnation of the pub is far more in keeping with the atmosphere of the street. It is quiet and civilised and it is a hub for the community. We are a friendly street and we have a thriving community spirit as evidenced last week at Halloween. The Clifton is the perfect place to meet neighbours and support local business.

I have never had a problem with loud noises or music from the pub. And I have not been aware of any increase in crime or threat of crime in relation to the pub. In my opinion the pub is a wonderful asset to our street. It serves fantastic food and drink, and the customers are quiet and respectful. In fact many of my friends are envious that we have such a high quality establishment on our doorstep. I strongly feel that The Clifton should remain exactly as is. I fully support the pub and in general I am a great supporter of local businesses. It would be a shame to impose restrictions on this wonderful establishment which serves as a hub for our community.

<b>Name:</b>	Mary McCartney
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<b>Received:</b>	26 October 2017
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As a local resident I have been going to The Clifton on and off for the last 20 years. Since The Clifton has re opened, from my experience, it has brought a sense of community back to the street, I have been there on various occasions such as to meet with my neighbours for dinner, taken my children for lunch on Sundays, meet friends and family socially. We also have my sons birthday meal there in the conservatory at the long table, the staff were helpful and very friendly and calm.

I always find the atmosphere there very welcoming, and it has a very neighbourly feel to it. I live a few doors away from The Clifton and when I walk my dog past at night I feel much safer having it back open and with such nice respectful clientele. I have had no negative issues arise since from The Clifton. I am very happy with the new management.

I have however felt uncomfortable with a neighbour who seems set on complaining about The Clifton, he ruined one summer's evening I was spending with family by taking photos from the pavement of us as we sat at the outside table, we found it very off-putting. On several occasions I have been upset by seeing him leaning out of his front window with his phone I presume taking photos and recording, on these occasions it is him I have found very upsetting, not any disruption coming from The Clifton.

<b>Name:</b>	Gabriel McLaughlin
<b>Received:</b>	5 November 2017
The pub is a great asset and facility for the local community run by professional operators who have the community at its focus and heart.	
<b>Name:</b>	Laura Cyzer
<b>Received:</b>	13 October 2017
<p>I fully support The Clifton pub. I live almost opposite and have 3 children from the age of 1-10 years old</p> <p>For the period between the closure of the old clifton and its Re opening, we were victims of 2 crimes. 1- our car being smashed, 2- being burgled. Since it's re opening I feel safe again, crime is down and there are responsible business owners who I know care about the community</p> <p>Furthermore, the association that is demanding a review are NOT the residents association as they have excluded the majority of the residents and not invited or allowed them to attend meetings. The only people invited are people who have issues with the pub, i.e. They do not want to hear everyone's thoughts. We feel victimised and threatened by this exclusive organisation. In fact when we were burgled members of this association said they saw the burglars sitting outside our house for hours watching it but didn't tell us until after the event. It is partly for this reason that I am so appreciative of the Clifton pub, since for the rest of my street and the streets around, it has brought back a wonderful sense of community and caring for each other.</p> <p>I have never heard noise from the pub, and having a baby makes me very sensitive to any disturbances as am awake often at night.</p> <p>It is very sad that in this day and age, haters are the loudest, and that society now doesn't appreciate or recognise family and community values. I very much feel that as my kids grow up I want to have somewhere safe that I can take them and eventually when they are old enough, they can go out, have a drink and be somewhere I know cares.</p> <p>Finally, I just want to say how beautiful the pub is, and how lovely it is for our street This is the quietest, sweetest pub, and I think it would be a tragedy for the licence to be taken away.</p> <p>Further comments:</p> <p>I object to the licence review of The Clifton. The pub is family friendly, quiet and community focussed Crime seems to have gone down and the owners are considerate We enjoy going to the pub and have noticed how quiet it is compared to its previous incarnation There are licence restriction than have stopped us having birthday dinners etc there which is a shame.</p>	

I fully support the existence of The Clifton I oppose the review of their licence and I oppose the restrictions that are in place. It is the quietest loveliest pub that brings together the local community.

Our children are happy their, the owners know us and our kids by name, crime has gone down and it is a beautiful place to go

<b>Name:</b>	Matthew Cyzer
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<b>Received:</b>	17 October 2017
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I absolutely object to the review of the licence for The Clifton pub  
The group of what I believe to be 8-10 people out of the near 120 houses on my street who called themselves the residents association, are not a true representation of the community and have excluded everyone who fully support the Clifton

In fact if each of those people mentioned are addressed, you will find their names have been included without their understanding of what the repercussions of this will be. They had issues that have now been addressed

We support the pub as it has added huge benefits to our community, crime is lower, ( we had 3 criminal situations while the pub was closed and none since), our children are welcomed and love it there, and the old sense of community has returned. At times we find the pub unreasonable in their requests for us to keep quiet, leave quickly and not take bookings if we have more than a handful of people. So further than just objecting to the review, we would like some of their restrictions lifted

I moved here when the previous, very lively version of the pub was open and it was my choice to live near a local pub, one I am proud to have in our street.  
The family guys who own it, are delightful and having only met and got to know them in the last 6 months, I would be devastated if the pub was made either financially unviable so had to close or was just closed

I have just been informed that the online portal isn't working and I did put my comments online a week or so ago in support of The Clifton pub and in opposition to the review of its licence Did it get through as I also know of quite a few other locals who also used the portal to show their support?

Sorry if I am repeating myself but this really matters to me as the pub is absolutely terrific and provides a great sense of community I have lived here for nearly 15 years, while the last Clifton was open, during the years it was closed and now I honestly don't know how the pub can operate with all its restrictions as it is, and the guys that own the pub are good men doing their best to make things work under such difficult circumstances They turned down my birthday dinner as they were worried we would be noisy going back to my house, a few doors down How can a pub operate like this, and moreover how can people be complaining about the quietest pub in the world. ?

I'm well aware of the 1 Friday night where there was the most oddly conspicuous group of guys who just happened to stumble on the pub and make noise. 1 day out of the year or so they have been opened and they just so happen to have been filmed??

This pub has provided security and prevented crime in my eyes having been victim to crime when the pub was closed I used to hear noise from the old Clifton at weekends and I have not heard ANY at all since this one opened I only wish all the hundreds who support the pub had been building up evidence over the last year to show how fantastic and gentle the pub is, so we could counteract the handful of people who are not supporters of it It's certainly easier to show evidence of a few loud moments than evidence of hundreds of quiet pleasant evenings Sorry to go on, but I wish you could come and see the pub and be there every night. You would see if there is ever a disturbance it's once in a blue moon And finally to say there are too many Uber's, they arrive in seconds and people of this street get a lot of cabs, surely we aren't all going to be disallowed getting taxis??

**Additional Comments**

Noise level

People using the outside area to the front of the pub produce a very high level of noise, particularly during the weekends. This can run through to 11pm and beyond. During the summer months the noise levels were bordering on unbearable, with the level of noise still highly disturbing with all the windows closed.

Parking

Since the opening of the pub the availability of parking for residents has decreased hugely. This is particularly the case at weekends when the residents' parking bays are open to all. Having said that, a great deal of illegal parking takes place on the double yellow lines. I frequently have to park on adjacent streets due to lack of availability on Clifton Hill. As a permit holding resident I deem this wholly unacceptable.

<b>Name:</b>	Allen Lydon
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<b>Received:</b>	19 October 2017
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My family have lived in the neighbourhood for over 50 years. We have enjoyed many get togethers in the Clifton. A unique public house where all walks of life gather . We were sad when it closed for \_four years, But elated when it reopened . People I take for the first time are always impressed with the location and the fact the building has been a public house for over 200 years

<b>Name:</b>	Zahabia Brainch
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<b>Received:</b>	25 October 2017
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The noise coming from the pub and running the business is not actually a nuisance and nowhere nearly as bad as they are making out.

- The pub is taking every step to ensure that customers respect the neighbourhood such as signage, staff monitoring outside, asking customers to be quiet when they leave, asking if customers wait for cabs inside etc
- The Pub is full of local families and customers of all ages- The pub makes people feel safer knowing there is an extra presence around
- The noise and nuisance from the current pub is no where nearly as bad as the previous establishment

-We LOVE this pub and our children ages 7 & 8 enjoying their roast dinners, ice creams and playing board games at the pub

**Name:** Simon Aboud

**Received:** 30 October 2017

An important part of us moving to Clifton Hill in 2007 was the existence of the pub. It's been a pub for a lot longer than any of us have been there and is a much welcomed gathering point for our community. We live 4 doors from the pub and we're thrilled when it re-opened. In our view is, in fact, much quieter than it was under previous management and our street seems safer since it reopened. For example, my wife is now happy to walk our dog at night now the pub is there.

**Name:** Juliana Mann

**Received:** 23 October 2017

I am a regular visitor to the Clifton. It is an upmarket place with a clientele who is most definitely not rowdy. It is just not that kind of a pub. It is a very good quality fresh produce gastro-pub style restaurant. The staff very efficiently close up the front garden early and are there to point out the need for our quiet exit. There are numerous signs to remind us.

The pub owners themselves are always there and run a very efficient outfit, fully aware of their obligations to their licence at all times.

I am suspicious of the neighbours who are against the pub as I feel their motives are property price driven.

Ed, Ben and Adam are three experienced and hard working family guys just wanting to get on and run their lovely and friendly family pub we all love and enjoy going to.

**Name:** Kristin Scott Thomas

**Received:** 23 October 2017

The Clifton contributes to the community as a centre for socialising in a non disruptive manner. The clientele is local and the staff are friendly which helps the atmosphere of safety in the area. The noise is absolutely minimal. In fact I wasn't even sure it was open until I went in to ask. There has been a pub there for many years, but this one attracts a mature and sensible clientele.

Please Allow The Clifton pub to remain open. Instead of the street being emptied of residents during the weekend, the pub keeps Clifton Hill populated by people interested in eating well and socialising in a sensible manner. It is absolutely not noisy or an eye sore.

**Name:** Rachel Roberts

**Received:** 5 November 2017

It is wonderful to have this community space reopen especially when so many community meeting places have been closed in the last few years. It is an asset to any community to have a well run and safe place for people to meet in the neighbourhood. As a woman, it is a place where I feel I can meet with others safely. I credit this to the excellent management staff of the Clifton Pub.

**Name:** C S

**Received:** 25 October 2017

We are in support of the Pub! With the small exception of one incident (which was rectified swiftly and with great consideration and care from the owners.) We have no issues with the noise, traffic or rowdy behaviour. (I believe I am a real authority on the matter as I'm only one house removed from the pub on the same side.) We find the pub to be a lovely place and a welcome addition to the neighbourhood. I also find the owners to be kind, decent and family oriented men that understand the needs of the majority of the Pub's Clientele. If there was ever to be a future problem caused by the pub, I feel confident I would be able to have these issues addressed quickly and effectively by the owners based on past experience.

I sincerely apologise to those who feel this Pub a hindrance, but we have not found this to be the case at all.

**Name:** David Shepherd

**Received:** 4 November 2017

This is our local pub and after 3 years of campaigning to get it reopened to now in less than 1 year to have the license challenges is outrageous local wealthy residents (who to note bought properties in this street when this pub was already open ) are making false accusations of the noise .The landlords Have made every effort to curb disturbance to neighbours closing the garden at 9pm closing windows at 9 pm signage throughout the pub reading respect our neighbours to even having security on Friday and Saturday nights and all taxis are ordered inside the pub so no noise of telephone conversations on the street.

The landlords could not have been more accommodating and understanding .They welcome us and our family and friends to great food and drink and are a real part of our community

One of the reasons for me moving to this road was the pub -for us 100+ happy resident s don't let 3 take away this historic pub which King Edward VII used to frequent -it is steeped in history and is visited by tourists and cricket fans (after Lords test ) all happy to see this 'country pub in the city' open again alongside locals from the St Johns Wood /Maida Vale /Hampstead and Kilburn area congregate.

In the past World Cup rugby and football was shown at the pub ,hog roast served on our annual Halloween party to no complaint

No laws have been broken and the landlords have bent over backwards to listen to the locals

The pub has been renovated to a very high standard and with a lot of investment by the landlords and this should be respected



The Clifton is part of the community and is what the vast majority of local residents want don't let 3 people opinions ruin this -we welcome this pub with open arms and hope Westminster acouncil do to !

**Additional comments:**

I write as an extremely concerned resident of Clifton Hill regarding the outrageous claim by 3 residents that the newly opened Clifton Pub is in breach of its license .

These claims are ridiculous and simply not true. The new owners have taken extensive steps to involve the local community and the whole street in the re opening of the pub

-what we want and what we don't -they have taken everything into consideration regarding Noise ,local safety ,respect for the neighbours As a resident of the area for over 30 years and for the past 6 living at 81,Clifton Hill almost opposite the pub I would like to mention a few facts

-I have visited this pub for over 20 Years as it was a fantastic local pub serving great food and was like a 'country pub in the city '

-one of the reasons I moved to the street was because of the pub ...it was a welcome part of the community where locals ,tourists and people from the surrounding areas met (and still meet ).

-The Clifton is steeped in heritage and we as locals campaigned for the pub to be Re-opened for over 3 year period -at last to be granted a license and now in jeopardy in less than a year of re opening It is outrageous!

-I hosted my pre wedding drinks at this 'local' pub 21 years ago as I was proud for family and friends from around the world to experience a true London local pub -the same visitors helped celebrate my 50th birthday here's just 4 years ago again me proud to invite all to ' my local 'pub -and today since re opening visit weekly for food with my wife and 14 year old son and friend and always receive a warm welcome

-since re opening the new landlords Ed and Ben have 'bent over backwards ' to re install this local pub into the local community -now getting a regular crowd from the local St Johns Wood /Kilburn /Hampstead area with great food and beverage -there is always satisfied customers

-respect has been given to the neighbours with the outside closing at 9pm -windows shut ( even during the hot summer nights ) security present ,taxis ordered inside the pub so Customers are not talking or waiting on the street ,to notices throughout the pub ( including the urinals )to respect the neighbours when leaving the pub and curb the noise

-its must be remembered this pub pre-dates any of the locals -in the past World Cup rugby and soccer was shown on big screens in the pub garden ,Hog roasts served on our annual Halloween street party with no complaint ....

Now just 3 local residents are kicking up a stink when the pub was in presence and trading when they bought their properties and moved to the street in FULL knowledge there has always been a public house trading here

-threats have been thrown by these 3 residents who are all very wealthy that they will 'fight and pay to have this pub closed ' which for us other local residents ( of well over 100 )welcome this pub and it is part of our local community and this should be considered let alone the lively hood

and great expense the current landlords have gone ,to re furnish to a high standard but in keeping with tradition -let alone offering fantastic food and beverage

We want this pub that is steeped in British history and heritage from Edward VII our former King of England that cannot be lost in the borough of Westminster-every week local hotels send tourists to sample a great British roast in a traditional local London Pub -who always leave delighted ,a traditional crowd during test matches for those cricket fans that have known of 'this fantastic local pub in a side street off Abbey Road 'delighted it has re -opened ,to the numerous black cab drivers who are also delighted that 'that little pub 'is re opened who have known it for years

The Clifton is part of the community and is what the majority of local residents want -don't let 3 peoples opinions ruin this (they are exaggerating and telling lies about the effect the pub is having on the street ) we welcome it with open arms and hope Westminster Council do to

Enclosed an article from the British Airways Highlife magazine for Oct 17 -'24 hours in London '

"Settle down to Beef carpaccio at The Clifton in St Johns Wood -the historic tavern where King Edward VII used to have clandestine meetings"

<b>Name:</b>	Sonia Torrenco
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<b>Received:</b>	26 October 2017
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I have lived in SJW for the last sixteen and a half years. My husband and I were delighted when the Clifton pub reopened its doors. I understand that some people are actively trying to prevent the renewal of the Clifton pub's license. We live very close to another local pub called The Salt House. Yes, sometimes people are somewhat loud and a couple of times cars have hooted their horns late in the night, but it is very pleasant to have these small social circles around us. They take away the sterility of the place, add somewhere to socialise with locals and the presence of people/life even add to the security of the neighbourhood. Our local pubs and restaurants, like the Salt House (Belgrave Gardens) and Cafe Med (Carlton Hill), even offer private rooms for kids' parties - so they are family oriented at appropriate times. Taking away the Clifton's license would contradict keeping The Salt House and Cafe Med's licenses which are similar neighbourhood venues. I would like you to consider that any serious issues will be reported and expected to be dealt with duly. But to date, it has only been positive to have these venues in our neighbourhood and I do hope that you will renew the Clifton's license. The owners have invested in its renovation and it would be awful to end up with yet another 'ghost property' in the neighbourhood. I do hope you renew the Clifton's license. Thank you for taking the time to read my comments.

<b>Name:</b>	Kevin Nealis
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<b>Received:</b>	2 November 2017
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I support the Clifton Pub. I have lived in SJW for the past 10 years and for a few years lived on Clifton just several doors down from the pub. I have never experienced an issue with the pub. In fact, during the years it was closed, the street lost much of its appeal. The Clifton pub has a history of being in existence for hundreds of years - many years before any of the locals raising objections moved to the street! The Clifton pub is a melting pot of all types of local residents - rich, poor, educated, non-educated, British and non-British - who quietly enjoy a few

hours of conversation on a regular basis. It is a family and pet friendly establishment that should be allowed to continue to operate without distraction from a few grumpy residents - who knew the pub was there well before they moved to the street!

**Name:** Alexander Carlton

**Received:** 5 November 2017

I have lived in the area for over twenty years, still own a property on Hamilton Terrace, (adjacent to the venue) and frequent this wonderful, heritage establishment on a weekly basis. I can only emphasis the high quality of the patrons, who are undoubtedly the most discerning respectful individuals who cherish this charismatic, charming idyllic pub. In all the years I have visited I have never witnessed any rowdy, aggressive or untoward behaviour by anybody and quite simply do not anticipate this to ever be the case as the venue is simply too far off the radar in terms of offering and location to attract such a crowd. It is imperative this pub remains as it is a valuable little nugget that only enhances the area and bring the community together with a spirit exclusive to The Clifton

**Name:** Jacob Duff

**Received:** 3 November 2017

They are a lovely group of people who run the local gastro pub. I can personally vouch for them myself. Their is minimal noise made and it only helps the community become closer

**Name:** Peter Cassidy

**Received:** 4 November 2017

I object to this review. The owners and staff are doing all they can to keep noise down and neighbours happy. I was there last night - Friday 3 Nov - are round 7 pm. In the front garden were a couple of groups - one of them a dozen of teachers having a meeting. Lanterns were lit. Conversations we being had.

I am sure there have been a few noisy customers over the weeks since the pub re opened. I know the owners have signs up, speak with noisy groups, have signs on the doors and even over the urinals in the men's loo!

Some noise is inevitable. That what is one gets living in a city. Those who live near a pub, have chosen to buy near a pub must know this comes with the territory. Houses are less expensive near pubs for this very reason.

This pub is well managed, well maintained and has brought life to the area after years of it not being open. It creates revenue for the council and employment for many residents. It deserves to stay.

**Name:** Mary Kathryn Turner

**Received:** 6 November 2017

We are writing to you in support of The Clifton Pub. Its present owners have worked very hard to ensure they and the pub meet the four main license objectives required of such an establishment. We moved to London in August of this year and choose to live in the City of Westminster, and on Clifton Hill, in part due to the Clifton's establishment. With two small children, age 5 and 8, our family feels safer and more insulated from petty crime, disturbances, and other public nuisances because we have the pub in operation as is and under its current standards for operation. Our two children know they can use the Pub and its property as a safe haven if they or other children feel uncomfortable or in harms way.

Additionally, as a new family to London (and England) we have been treated with nothing but kindness and respect by the patrons and staff of The Clifton. The owners have gone out of the way to ensure that when we as patrons enter or leave we respect the neighborhood by keeping our noise level down, etc. Without a car, our family walks up and down the street many times a day noting that the area outside and around the pub is clean, free from any trash or rubbish, and the pub patio and gardens add a beautiful touch to the public sidewalk and streetscape of Clifton Hill. Two of our family members have asthma, but we are able to sit and enjoy the pub and patio without notice of significant smoke or other air pollution. Our two boys can ride their scooters past the pub and walk safely around the area the pub occupies and appreciate the staff's continued concern over their safety and well being. We are not disturbed by excessive noise, taxi traffic, or traffic congestion, even on Friday afternoons and the weekend when the pub is quite busy. We appreciate the owners' continued adherence to their licensing restrictions in accordance with the City Council's goals of public protection and safety for all residents of Westminster.

**Name:** C Marks

**Received:** 1 November 2017

Fantastic local pub, beautifully restored by young hard working very professional team. Bringing neighbours together again as a local should. Great food and atmosphere. Born and bred on the street as a child. New ownership has brought the community spirit back. Quaint and non rowdy. 100% to remain open.

**Name:** Siobhan O'Connor

**Received:** 25 October 2017

It has been really great to have The Clifton on our street. A nice crowd of people, including kids and dogs, from the area forms the clientele. Its a lovely surprise to go out for dinner or a drink and bump into someone you know. I thought having a pub open a few doors down on our quiet street would be a pain with all the noise and traffic, but to tell you the truth, the owners have gone out of their way to keep the noise down in such a respectful way. They are extremely friendly and helpful and everyone seems to like them. Having this friendly local pub actually makes the place seem safer.

**Name:** Rebecca Hogenhuis

**Received:** 25 October 2017

I frequently walk past the pub during the day and evenings and view it as an asset to the neighbourhood. Whenever I pass by, the pub is quite subdued -- perhaps a few customers chatting quietly one of the 6 outside tables. It's a lovely place to go for a pint on a sunny afternoon, for dinner or during the dog's evening walk. We enjoy finding neighbourhood friends there. I feel much safer having a pub in that space than an empty building or office which is deserted at night.

In my experience, the management has always been very considerate of local residents and solicitous of their concerns. The pub also has a wonderful beer selection which my husband enjoys very much. We would be very disappointed if the pub's license were to be restricted in any way.

**Name:** Dina Dacy

**Received:** 3 November 2017

Pub is a clear asset to the community.

**Name:** Iain Doleman

**Received:** 4 November 2017

I am writing this as a member of the St Johns Wood community and frequent customer of The Clifton. When I heard of the closing a few years back, I thought of what a shame that was. As I understand, it was purchased by developers with the intent to turn the property into a residence and they were not granted planning permission. Now here we are several years later and the new Clifton is back and even better and embraced by the community. They have been received with open arms by the vast majority of the community, minus a few. Unfortunately, there are a few individuals who don't appreciate the pub as a community asset and how it represents the true nature of British culture. Hopefully, the pub will continue to prosper into the future without the few exerting their influence on the many and not based on actual events but on an expectation that somehow the pub will have a negative effect on the neighbours. Let's keep our neighbourhoods true to the British village feel.

**Name:** Stephan Wilcke

**Received:** 6 November 2017

This is just a short note to say that my wife and I have enjoyed this quiet neighbourhood pub on many occasions over the last decade that we have lived near it (and it is close to our boys school so has hosted the odd parents get together over the years. Never have we witnessed any loud or rowdy behaviour or noise, and I was shocked to hear from a fellow school parent that there is a threat of closure, possibly driven by some NIMBY petition.

In our humble view, London needs more pubs like the Clifton not less!

**Name:** George Richmond

**Received:** 6 November 2017

I have lived in St Johns Wood for 40 years or so, firstly on Acacia Road through my childhood, then I moved to the top floor of 100 Clifton Hill (two doors from the Pub) in the late 90's and lived there until I moved to Alma Sq in 2006. The Clifton Pub had been a big part of mine, my families and the communities life until it suddenly closed a few years ago. Always a very pleasant pub to go to to have some food and a drink with friends and family.

Since the pub re-opened, much to the delight of my family and all of our friends, it has again become an important part of our life and of the community. The clientele are very respectful and quiet and in no way a nuisance to the residents of Clifton Hill, I have never witnessed any negative or antisocial behaviour either inside or outside the pub. We have the added bonus of the pub reducing crime in the area because of its presence, from what I can see as a local, the passing trade has scared away much of the element who are involved in car crime and muggings.

The Clifton Pub adds to the community in a very positive way, and in my opinion there is not enough of this around. Property developers and money minded residents have been trying to remove venues like the Clifton Pub from our communities so they can make money, with out any thought of the impact it makes to ordinary people who use places like the Clifton to enrich their lives.

I have known the Landlords Ed and Ben since they were running the Horseshoe in Hampstead. These guys do an amazing job, they have a personal touch that brewery run pubs cannot match, they are always reminding the clientele to be quiet outside and are always policing the street to make sure no-one is drinking on the pavement. They have the respect of all the people who use the Pub. As someone who lived next to the former iteration of the pub, I can confidently say it is not as noisy as it used to be.

Please allow the Pub to stay in existence on Clifton Hill as it is, it is important that this London way of life is not erased form the map, the pub was around a lot longer than all of the residents on the street and should be around long after everyone has moved on.

<b>Name:</b>	Richard & Christiana Murray-Bruce
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<b>Received:</b>	6 November 2017
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I would like to share with you how much we appreciate and enjoy this local pub - the Clifton - in St Johns Wood.

I would like to emphasise that it is no way creating a nuisance. In my experience crime is not up as a result of its existence - in fact I can imagine that having people visiting the pub might actually help to keep crime down in the area. Most of all, the pub is distinctive and really adds to the community.

<b>Name:</b>	David Cox
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<b>Received:</b>	7 November 2017
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I am a local resident of The Clifton. I just want to say it is a great pub which is vital for the local community. It is not noisy and is run in a way which is in keeping with the local community. I am in strong favour of keeping the pub open.

**Name:** Jonathan & Vanessa Barnett

**Received:** 7 November 2017

We have lived on Carlton Hill (17) for over 10 years and we can safely say the Clifton is an integral part of the local community. It is a great place to take the family for lunch and would be sorely missed by all.

When ever I've been there in the evening you can barely notice it is there. It really is a hidden gem.

Since the refurbishment, the quality of the food and the atmosphere has improved immeasurably.

In an area where many houses are now empty due to overseas ownership a quaint old pub like the Clifton is a core part of the local community. We shouldn't lose it we should cherish and encourage it to thrive.

**Name:** Antonia Moussaieff

**Received:** 6 November 2017

The current Clifton is the quietest version of the pub that we have ever had. I know this as i have lived on Clifton Hill for 16 years. only 6 doors down. The Clifton has been my local my whole life and I have seen it run under many different managements. We have never had a pub so quiet and respectfully run. I have first hand experience of the management requesting people keep their voices down in the beer garden. Moving them inside way before the 10pm allocation. Asking if you want them to wait for your uber for you outside when they give your bill.

The previous pub did an outdoor hogroast once a week, played all major sporting events on a big screen tv in the front garden and had another beer garden at the back. It is ridiculous to say it is noisier. The crowd is mostly middle aged locals looking for a quiet drink and and a great meal.

The street is not filled with smokers and drinkers spilling onto the street. Smokers smoke when they want to as it is not illegal to smoke outside. If you try and restrict the number of people who smoke or force them to stand in a small roped off area, they will simply leave the establishment and walk up the road to smoke. This really would be a nuisance.

Requesting the beer garden closes at 8 is clearly just a way to place so many restrictions that it is no longer financially viable. ALL of the applicant bought a house next to a pub with a working beer garden. It is the centre of our community and particularly defines our street. It was here before any of the residents and saying that its "unacceptable to a neighbourhood like this" doesn't make sense as it has always been part of the neighbourhood.

I have been a resident of Clifton Hill for 16 years, first two doors away and now 6 doors away. If I had thought that The Clifton was in any way a cause of crime and

disorder or a public nuisance I would not have moved my family from one side of the street to the other.

The pub is a deterrent of crime, and a huge reason why most of us love living here. It has always been a popular meeting place for many diverse groups, for example teachers and parents from local schools, resident group gatherings, new mums and expecting mums, and many more. When I moved here 16 years ago there was live music every weekend in the conservatory, a beer garden at the back as well as the front, outdoor sports screenings and barbecues, patrons were allowed to sit in the beer gardens until closing time. Today's version of the pub is heavily policed by the landlords for fear of a phone call or an angry visit from a member of the misleadingly named 'Clifton Hill Residents Group' which comprises around 2% of Clifton Hill itself and represents the tiny minority. Its members have frequently provoked patrons of the pub by filming and taking photos of them as they enjoyed a quiet drink. I witnessed this on several occasions with astonishment. This often incited a reaction, which was also photographed and submitted as evidence of public nuisance - hugely misleading. The pub was far noisier when the members of this group bought their properties. It attracts people of all ages wanting a quiet chat and a drink in a relaxed atmosphere.

Car crime which was way more prevalent in the three year closure of the pub, is considerably less. I haven't had my car broken into since the pub reopened. I always walk my dog past the clifton and now stay up this end of the road at night as i feel much safer with the pub there and my 3 children know to go there if they are in danger

<b>Name:</b>	Richard Selby
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<b>Received:</b>	15 October 2017
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Although I do not live in Clifton Hill I do frequent the above pub and find it is a well run establishment and have not encountered any behaviour which is anti social.

<b>Name:</b>	Kristi Baksht
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<b>Received:</b>	2 November 2017
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I am a resident on Blenheim Terrace. I have heard the Clifton Pub is under review and would like to express how heartbreaking that would be for our family and neighbours. Since it's opening, we've visited no less than 10 times (most often at night, but once for Sunday brunch). Our family has found the staff to be extremely friendly and welcoming. The food is outstanding and offers variety for children and adults alike. There has never been excessive noise around the pub and the owners seem absolutely conscientious of respecting the neighbours. Most people visiting the pub on our visits were local to the area, and it seems like a perfect addition to help property values, not harm them. From my perspective, it was a much needed venue for this part of St John's Wood and should remain open.

<b>Name:</b>	Linda Richmond
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<b>Received:</b>	1 November 2017
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I am writing this email to you regarding the 'reviewed license' of The Clifton Pub' I have never heard anything so ridiculous or indeed absurd, as the allegations that are being made against The Clifton, by the people opposite and next door. I would just like to clear something up here, and that is that I have known this pub in Clifton Hill one way and another for decades. I am seventy four years old. I have lived in St John's Wood for over fifty years. First in Marlborough Place, then Acacia Road for thirty four years and for the last nine years in Ordnance Hill, and wait for it, ironically, I am waiting to move into Carlton Hill not only to be near my daughter who lives nearly opposite the The Clifton Pub, but also because of that very extraordinary restaurant and Pub..... I cannot believe what is going on here.

My mother lived in the top floor flat in 100 Clifton Hill, before it was turned into one dwelling, then after she died I had it for two years, then my son owned and lived in the flat until its redevelopment, also my daughter and son in law owned and lived in the ground floor flat of 100 Clifton Hill right up until they started their family and moved to the opposite side of the road. My oldest son now lives on Alma Square and uses the pub, my middle son lives on Bolton Road, round the corner, and uses the pub .

My very honest and very relevant point is that this pub has always been part of our community life, and if anything it is quieter and more dignified now, than it was before these two lovely brothers took it over to created this stunningly good restaurant and great public house. By the way, many of which are closing down all over the country, in case you have forgotten!

Please please, don't get sucked into believing these out and outright lies, against the pub. I can promise you that if anything, it is, as I said, quieter now and more dignified than ever it was!!!!

And in case you have not experienced the restaurant, I suggest you do, because it is absolutely outstanding food. But also you will be able to see for yourselves the clientele, and realise how utterly ridiculous this opposition is.

<b>Name:</b>	Marty Plocica
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<b>Received:</b>	2 November 2017
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I write in support of my neighbourhood pub - The Clifton! I have had many great experiences there and always find the pub goers to be orderly, quite and respectful of the community. I believe it adds a great service to the service to neighbourhood. The lack of traditional pubs in the area are shocking and negatively impacts on the social quality of life. Please help keep the pub open. Please hear the option of the community not just a few boisterous NIMBY's.

<b>Name:</b>	Linda & Peter Robson
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<b>Received:</b>	27 October 2017
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I have now read through in detail the Application for a Licence Review submitted by those still supportive of the Clifton Hill Residents' Group (CHRG) & its intentions.

I have also taken the time to revise the record of the original Premises Licence Application (16/01702/LIPN) back in April 2016, together with records & my own

notes of previous representations made by the same group of people ever since the Premises Licence was granted, in particular the details of Planning Application (RN No.17/01462/FULL), which was a meeting that my husband & I attended.

Due to the birth yesterday of our grand-daughter, I am afraid that we will not be able to formulate a full & proper response directly to you in time before you go on leave. We will certainly do so by November 8th & we will send this to the email [licensing@westminster.org](mailto:licensing@westminster.org), as you have suggested.

In the meantime, however, I do want to put on immediate record that my husband & I do NOT support this Application for Licence Review.

We also wish to put on record that we have numerous concerns over the details that have been presented to you, which we will discuss fully in our response. However, our over-riding concern is that this Application is not what it seems.

Our overall & considered impression is that, despite protestations to the contrary, those residents who remain supportive of CHRG are using the Licensing process as a means to achieve their ultimate unstated intention, which is to ensure that The Clifton cannot continue to be run effectively, successfully, or viably.

In view of the fact that the CHRG was formed as soon as the original Premises Licence was applied for (cf. p.9 'Introduction' & 'Overview' of Mr. Harrison's submission on behalf of CHRG) & a full year after ACV status was granted following overwhelming community support, this would seem to be an attempt by the few to subvert the will & wishes of the majority.

## **SUMMARY**

We do NOT support this Application for License Review from the Clifton Hill Residents Group (CHRG) for a number of reasons (as given below); nor do we recognise any of the grounds for review under the objectives 'Prevention of Public Nuisance' or 'Prevention of Crime & Disorder' of the current Licence (No. 16/01702/LIPN), as implied in Part 2 (C) of this Application & as expanded upon subsequently by the Applicant(s). Furthermore we consider that much of the evidence given by the Applicant(s) is misconstrued or misrepresentative &, having read this Application along with previous Licensing & Planning submissions made by CHRG against the License holders, we have come to believe that the tenor of this Application for License Review is intentionally personally & professionally damaging to the license holders & their staff team, as well as to their long-term success in going about their lawful business of running these premises viably & responsibly for the benefit of the greater majority of supportive residents & wider local community.

We respectfully ask the Committee to refer to our reasons & comments as given below.

## **CLARIFICATIONS:**

### **1. Clifton Hill Residents Group (CHRG):**

**1.1.** With regard to this current Application for Licence Review, we note with interest that 3 people named as party to the lead CHRG submission (p.17), signed by John Harrison, have each made additional separate submissions (v. Appendices 2.5, 2.6, 2.11) as individuals supportive of this Application for License Review; in accountancy terms this would appear to be 'double counting'.

**1.2.** We note also that a further 2 people who have made individual submissions in support of this Application (v. Appendices 2.8 & 2.9) have lived on Clifton Hill for less than 4 years & therefore have determined the 'the overall extremely quiet nature of the area' only during the period that the pub remained closed (February 2013 –

May 2017). It would therefore seem to us unfair to judge the operational business of a public house against this unrealistic criterion.

**1.3.** It would also appear to us unfair in a capital city where many popular & successful pubs operate on residential streets (& where this one has operated for more than 200 years under far less restrictive Licence) that any resident, who knowingly set up home next door to or 'opposite' The Clifton, should now make excessive, exaggerated or generic objections to noise emanating from its current professional & responsible operation.

**1.4.** We note that 3 residents who support this Application for Licence Review state that they live 'directly opposite The Clifton' (Appendices 2.2, 2.8, & 2.11). Whilst we accept that in reality they live on the other side of the street, the only house that can truly claim to be directly opposite (& therefore directly opposite the beer garden) is No. 95, whose residents appear not to have been included in this CHRG submission.

**1.5.** Similarly, in the light of objections to disturbance from deliveries, traffic, rubbish management & parking, we would point out that the premises down the shared access mews behind the pub at 96 & 96A Clifton Hill house a number of businesses, one of which includes a commercial kitchen.

**1.6.** In the light of this, we would therefore question the objective & accurate interpretation of complaints about deliveries, as well as much of the 'supportive' CCTV & photographic evidence included with this Application for Licence Review.

**1.7.** As the parents of Edward & Ben Robson we are happy to disclose an interest in this matter that is personal. However, we have many friends in the St. John's Wood area & environs with whom we often meet up at The Clifton & as such we comment first & foremost as regular patrons of the premises.

**1.8.** Furthermore, having ourselves lived in a 'quiet' (such as is possible in central London) residential street opposite a pub for a number of years when our children were very young, as well as currently living in a neighbourhood where there are a number of pubs operating vibrantly in wholly residential streets, we feel we are well placed to judge whether or not what is construed as 'Public Nuisance' or 'Crime & Disorder' by the

Applicant(s) is reasonable.

**1.9.** In our Comments in response to this Application for Licence Review we have made the detail of the evidence submitted our focus. However we do note that the papers we have read imply sustained personal animosity from some members of CHRG that has been directed against the Licence holders, especially since they gained their Premises Licence. Judging by material included with this submission, some of this animosity encompasses obsessive & continuous close monitoring of the premises via a personal CCTV camera, exchanges with both patrons & staff, covert photographing of patrons in their private coming & going, in addition to constant unreasonable demands & accusations involving outside agencies, who very often appear to have found little cause for complaint. We also wonder whether this Application for License Review has deliberately been timed in its submission when Edward & Ben & their team are entering the busy lead up to Christmas crucial to the success of their 6-month old business & when both their wives are about to give birth; perhaps it is hoped that the pressures they are under will limit their scope for a full & proper response. If this is true, it would seem to us ruthless at best & callous in the extreme.

**1.10.** At least two of the Applicants mention that they want to see the pub succeed, yet seem impervious to the notion that their continual personal demands have created &, in the event of this Application being upheld, would continue to create a heavy economic cost that is detrimental to the viability & success of such a new business, one that has already been burdened with extra costs incurred by

defending against earlier CHRG objections (both to the Licence & to Planning Applications). We are therefore led to wonder whether this Application for Licence Review has this ultimate detrimental effect as its true undeclared & underlying motive.

## **COMMENTS**

### **1. Public Nuisance:**

**1.1.** Having patronised The Clifton 2-3 times weekly since its re-opening in late May this year, very often with friends or family & often at weekends, we can confirm that this is indeed the typical clientele of the pub under the current proprietorship. To be clear, this is typically an intergenerational family or 'group-of-friends' clientele with an age range from babies to 90 year-olds. This is not a clientele that causes disturbance over & above their legitimate right to enjoyment of the premises & the necessity of coming & going that is common to all Public House premises.

**1.2.** Furthermore, because at least one of the management team is always on shift & because the staff are all carefully trained to handle patrons & urge consideration for the residential nature of the vicinity (supported by numerous prominently displayed notices to this effect), neither we nor any of our friends have ever witnessed or experienced anything like any of the behaviours described in this Application for License Review & its supporting submissions.

**1.3.** We have certainly never ever witnessed nor heard about from other residents or friends visiting the pub or living in the vicinity 'shouting and screaming, to chanting' (App.2.2), 'jeering, whooping or heckling' (App. 2.5), 'anti-social behaviour of various types by their customers' (App. 2.6), 'shouting & screaming' (App.2.7), 'drunken patrons stumbling in the street' & repeated references to 'drunken patrons' or 'drunken patrons, shouting,' who 'may be leaving the pub intoxicated' (App.2.8), 'very noisy customers', 'people leaving very loudly', & other such references (App.2.11) or 'terrible disturbance and nuisance' (App.5), nor any of the 'loud/noisy groups' generically & repeatedly referred to throughout.

**1.4.** Therefore to state that 'we are dealing with people whose overtly sympathetic attitudes do little to conceal a contemptuous indifference to their neighbours and to their own responsibilities' (App.2.5) is an accusation that is not only unfounded & based on misrepresentation of the facts, but also is arguably libellous, defaming the Licence holders both personally & in terms of their professional conduct, & must surely be retracted.

**1.5.** In view of all this, to state under 'Grounds for Review' in Part 2(C) of the lead submission that customers 'are not managed sufficiently to ensure that this does not cause a noise nuisance to local residents, particularly on **all** evenings, and also in the afternoons on Friday, Saturday and Sunday' is substantially untrue.

**1.6.** In fact we & many others who have visited The Clifton commonly comment that, because of the general good behaviour of its clientele & because it is so discreetly located behind high yew hedging & with the front garden covered by a canopy of large contiguous patio umbrellas, the noise from patrons is so muffled, even in high summer when the outside front garden is being used, that the presence of a pub is not noticeable from the street, sometimes even when stood right outside it. In a number of instances people who visit for the first time have walked right past it & have eventually phoned to find out where it is. (This difficulty was exacerbated by the fact that there has been no swing sign displayed until only in the last fortnight).

**1.7.** Furthermore, having had the experience of living opposite a pub with small children in the past, we would make the comment that noise nuisance is subjective:

there are those who have knowingly made their home close to pub premises (very often at an advantageous cost discount) & in doing so willingly accept that there will be an element of disturbance that would not exist elsewhere & there are some who, despite this knowledge, maintain an excessive sensitivity that easily spills into a culture of complaint, rancour & unreason. This is sad & toxic within a community that might otherwise be brought together by the opportunities for social interaction & cohesiveness afforded by the responsible operation of a local pub. It is from this perspective that we seriously doubt the assertion given (also in 2 (C) & elsewhere by others) that 'We are not opposed to a pub at this location.'

**1.8.** The subjectivity of noise disturbance is actually acknowledged in the Report by AP Acoustics (App.4) that was commissioned in the first instance by John Harrison (15/05/2017) & subsequently for CHRG (15/08/2017) in Appendix A under 'Subjective Impression of Noise': 'Hearing perception is highly individualised. Sensitivity depends on

frequency content, time of occurrence, duration of sound and psychological factors such as emotion & expectations.' Having read through all the documentation submitted for this Application for License Review (together with previous representations to the Council made by the same people), our impression is that 'psychological factors such as emotion & expectations' are a key issue here.

**1.9.** We notice that reference is made to the disturbance where 'many **hundreds** of deliveries have taken place in the early hours of the morning 4-8 a.m.' (2(C), item 5), yet we can only find reference in the submissions to 12 such instances, none of them before 6.30 a.m, certainly not as early as 4 a.m., & almost all of them in June & July.

**1.10** We would further make two other pertinent comments: i) that Ocado (who deliver from 6.30 a.m. - 11.30 p.m.) & other deliveries (e.g. from Amazon or other online ordering sources) to residents on Clifton Hill are unregulated by this Licence condition; & ii) that a separate business operates a commercial kitchen at 96 Clifton Hill in the mews premises behind the pub & where the access path for deliveries is shared.

**1.11.** We also note the repeated references to Ubers: since these vehicles are electric, in common with most London mini-cabs nowadays, we fail to understand the engine disturbance that they cause. We know from experience that patrons are always asked by staff to wait for them inside, all are reminded to be considerate of neighbours when they leave, & most happily comply.

**1.12.** There is frequent reference to the behaviour & management of smokers. Given that it is unlawful for patrons of a public house to smoke indoors within the premises, it would seem to us to be highly discriminatory & unreasonable against smokers to deny or to further overly restrict their use of the front garden or side passage, especially where smoking by any member of the public in any street or outside any premises is otherwise lawful. There are clear signs & facilities in these areas set up for patrons who wish to smoke & we have noticed that the Licence holders & their staff regularly monitor such patrons, the majority of whom behave quietly & responsibly.

**1.13.** Several assertions are made in this submission that Licence conditions pertaining to the use of windows & doors & to the use of the front garden by patrons are repeatedly breached. In our experience of regularly visiting The Clifton, we do not recognise this as the reality. The front window is never used by staff as a hatch for the serving of food & drinks (Condition 25) & staff explain this limitation to patrons. All windows & external doors are closed at 9 p.m. (Condition 26), even in hot weather & as such often to the discomfort of some patrons & staff; indeed we ourselves have witnessed on at least one occasion in the heat of summer a patron

opening the rear conservatory doors on account of a companion being in distress from the heat, in one instance where an older customer had a heart condition. The front garden is always cleared by staff at 9.30 p.m., well before the 10 p.m. deadline imposed (Condition 24), with patrons invited to continue their evening inside, even in the height of summer when it is still hot & still light outside; a large, heavy barricade is put in place at 10 p.m.

**1.14.** We detect an implication in the reference to ‘what the applicant termed the ‘beer garden’ (Part 2 (C) of the lead submission & other uses of the term throughout) that this is something undesirable & detrimental to the refined residential ethos of the neighbourhood. In fact, ‘beer garden’ is a generic term (as used in the current Licence (16/01702/LIPN) & often in other documents) for any outside garden space included in the amenity of a pub. We ourselves have lived opposite one & there are many other such premises with ‘beer garden’ facilities in the residential areas of our neighbourhood, most operating without rancour & without being subject to limitations on use.

**1.15.** It is a repeated refrain throughout this Application for Licence review that many of their perceived problems could be solved by the Licence holders’ employment of a ‘trained SIA person’ (2 (C) Conclusion, Appendix 8, & elsewhere). This suggestion seems as unreasonable & unnecessary as it might be pernicious. There is little persistent nuisance from patrons, over & above their legitimate enjoyment of the social interaction & facilities that such premises typically afford, to justify this recourse. Also the constant presence of such an SIA trained person would not only add an extra burden on the costs of operation, but would also detrimentally change the ethos of the pub itself: as patrons we would feel distinctly ‘put off’ by the patrol & obtrusive presence in such a small area of an official employed specifically to monitor the level of our conversation or laughter & our general behaviour about the premises in the manner of a ‘bouncer’ or overly strict Prefect at school. We feel quite sure that other patrons who come to enjoy the relaxed, family & highly social atmosphere of the pub would be equally repelled, which would quickly ensure loss of custom & the ultimate demise of the pub.

**1.16.** There seems to be particular antipathy towards Lord’s in this Application for Licence Review, together with a suggestion that the Licence holders have ‘advertised’ the pub to Test match audiences. This seems unjustified. In fact, a member of the MCC committee is a local resident who has been very supportive not only of the campaign to save the pub from offshore developers, but also of the pub itself since it opened at the end of May. We cannot see how any recommendation that he might make to people he knows at Lord’s can be construed as ‘advertisement’ & any subsequent enquiry or engagement made via Twitter would surely be as a result of this. In fact, we would emphasise that the success & popularity of The Clifton under the current proprietors has come about by word of mouth & not by advertisement. This would seem the best form of good repute that speaks volumes for the professionalism of the current proprietors, for the high standards that they achieve & for the ethos that they engender at the pub. On the subject of Lord’s we would further point out that Test matches occur only twice a year & that Test match devotees even take taxis even up to pubs in the residential areas of Hampstead & are generally good-natured, if more high-spirited & loud than normal patrons.

**1.17.** We note that two professional Acoustic Reports (dated 15/08/2017 & 15/05/2017) (Appendix 4), commissioned by CHRG & by John Harrison personally, have been included as part of this Application for Licence Review, presumably as technical back-up evidence of the level of Public Nuisance from Noise & Disturbance. We have read these, together with a previous Acoustic Report (dated

6/10/2016) that was submitted with objections to the current Licence (16/01702/LIPN) by the same group of people, & we observe that much of the information is repetitive.

**1.18.** We further note that two of the above mentioned reports were commissioned & compiled before the Clifton re-opened in late May 2017. Therefore, it would seem, for the purposes of fair evaluation, that any assertions made in these reports with regard either to existing noise levels in the street or to the The Clifton as an operational pub should be treated with close care.

**1.19.** It appears from the Acoustic Reports that receivers have been placed externally, outside the boundaries of properties, rather than internally within the properties in the areas where Mr. Harrison & others claim are noise sensitive. This suggests that the noise levels recorded are not actually as they would have been heard.

## **2. Crime & Disorder:**

**2.1.** We have never witnessed, nor heard from friends enjoying the amenities of the pub, of any instance of crime & disorder associated with the operation of The Clifton under the current Licence holders.

**2.2.** Furthermore, since The Clifton offers an excellent twice-daily dining experience alongside drink sales, it is not the culture or ethos of the pub to encourage rowdy, drunken or habitually anti-social behaviour. Apart from weekends, day-time trade is modest &, whilst evening trade may be busy, it is habitually supported by individuals, couples & groups meeting socially, responsibly & happily in safe, congenial surroundings. Saturday Brunches & Sunday Roast Lunches are popular with families & multigenerational groups. Newspapers, board games, such as backgammon, high-chairs & children's colouring are always available.

**2.3.** Therefore we detect from the submissions that there is a mischievous misrepresentation of the reality of the pub inherent in this Application for Licence Review.

**2.4.** Having lived opposite a pub in the past, we accept, as we are sure any pub landlord would accept, that there will be instances where a patron, or a gathering of patrons, may behave unthinkingly or inconsiderately with regard to the volume of their voice, concerted

laughter, or in taking their farewells at the end of an enjoyable evening. But this is very different from the persistent drunken rowdiness implied throughout this Application for Licence Review & it would be unreasonable to class it as such.

**2.5.** In addition, again based on our experience of living opposite a pub in a residential area, we would suggest that the coming & going from a popular, well-run pub actually affords a level of protection against crime since there is a higher likelihood of perpetrators being disturbed or observed by witnesses. We would therefore be surprised if crime levels have gone up since the re-opening of The Clifton at the end of May 2017.

## **CONCLUSIONS:**

In conclusion, having considered the full detail of this Application for Licence Review, we do not recognise in this submission from CHRG any clear or legitimate evidence for the assertion that 'the operation of the premises under the current licence does not promote the licensing objectives' (Part 2(C)). Nor do we see any reasonable grounds for claiming or implying permanent & persistent negligence or unreasonable or unlawful breach of Licence conditions 10, 11, 13, 14, 15,16, 22, 24, 25, 26, 28, 29, 30, 32, 33, 34 on the part of the Licence holders or their staff-team in the management of the premises.

We have endeavoured throughout our response to this Application for Licence Review to comment fairly on the substance & the detail contained within it. However, having considered both the detail & the tenor of the lead submission by CHRG, alongside the evidence from individual members & other Appendices, & having done so in tandem with previous Licence & multiple Planning objections raised against the premises by the same group of people, we are forced to wonder from the repetitive nature of the claims made against the premises, both before & after the pub re-opened, whether this latest action by the remaining supporters of CHRG has an underlying, undeclared intent where there might be some common ulterior motive. What that motive could be, over & above a possible gain in property values, is unfathomable to us.

We are aware from friends in the area of the schism between the majority who wanted to save The Clifton as their local pub & the minority who didn't. It would appear normal for some residents to feel apprehensive about the re-opening of a pub following a period of closure, but we question whether it is reasonable for a few to persist with their animosity towards the business of the pub & its operation to quite this degree. For instance, based on the full content of this submission:

**a)** Is it normal & proportionate for individuals, even in a residential area, to undertake such close monitoring of the day-to-day legitimate operation of a pub right from its re-opening, to continually draw on the time of statutory agencies, & to conduct surveillance of the premises & its patrons on personal CCTV?

**b)** Is it an invasion of privacy, or even harassment, against the proprietor their staff & patrons to continually record or photograph their lawful comings & goings?

**c)** Is it lawful under the Data Protection Act to record, keep & disseminate the CCTV & photographic images obtained?

**d)** Is it normal & proportionate for other pub businesses & Licence holders operating in residential areas in London to be held to such unrelenting account & to be repeatedly threatened with actions against their legitimate, responsible & professional development of a true Asset of Community Value?

With regard to all of the above, we respectfully request that consideration by the Licensing team & the Licensing Committee of this Application for Licence Review by CHRG is denied.

<b>Name:</b>	Kamil Sammour
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<b>Received:</b>	19 October 2017
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I live almost directly behind the Clifton Pub which is on Clifton Hill and I'm saddened to hear that there is a possible review of their licence. This pub is wonderful for the community (and me!)

I go there weekly and have never seen any problem at all I feel safer having the pub there than when it was closed for a few years When my children are here they feel part of the community and they keep the street clean and beautiful Please understand that the people complaining about the pub are the loudest and most of them bought when there was a pub in existence and I think another had bought but didn't move in until the last one had closed

I fully support The Clifton

<b>Name:</b>	Peter Gilmore
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**Received:**

25 October 2017

I wish to go on record as NOT supporting any of the observations made by local residents calling themselves the Clifton Hill Residents Group (CHRG)... In fact ,the CHRG complaints about noise issuing from the front terrace (or, Beer Garden as they refer to it), plus noise "leaking" through the backroom conservatory, apparently disturbing neighbours, both seem so unlikely, that I am compelled to respond,. Although, it should be noted I am only a casual customer of The Clifton, not a resident of Clifton Hill.

However, I used to live in nearby Blenheim Terrace NW8, for the 8 years from 1978 through 1986, so know the area well, and would regularly visit The Clifton Hotel, as it was then named. My wife and I returned several months ago, delighted to find the revived Clifton much improved, having suffered years of erratic management, and is now a well-run pub. Not too surprisingly, as the Robson brothers, Ben and Edward, managed the Horseshoe at 28 Heath Street, Hampstead NW3 for several years, where I also was a customer on occasion, so know these gentlemen have brought to The Clifton hands-on experience and professionalism, plus an accurate sense of what local residents had hoped The Clifton would become.

Yes, noise was always going to be an issue. How could it not, being located on an otherwise residential street? Yet, we old-timers recall the front porch arrangement at the former Clifton Hotel, which faced directly onto the street... hence, the Robsons have planted a thick yew hedge along the front, enclosing the front terrace (or Beer Garden), muffling conversations to the point that when walking toward the entrance, first-time customers regularly mention they mistakenly walked past, not seeing or even hearing the pub, Signs are posted inside and outside requesting customers respect local residents by keeping voices down, especially when leaving the premises.

The terrace is emptied of customers well before 10:00, with the front windows kept shut, Quiet conversation is all I have personally witnessed when sitting or passing by the front.

The CHRG are suggesting an 8PM curfew and/or seated-only customers on the terrace, which seems unreasonable, not to mention uneconomic. They also suggest investing in acoustic remodelling of the conservatory, but again this seems an unnecessary expense.

I may be only an occasional customer of The Clifton, not a local resident, but please appreciate that I have spent enough afternoons and evenings inside and outside The Clifton, since 1978, to know that current noise decibel levels are, if anything, well below where neighbours might reasonably expect them to be. Indeed, neighbours' hosting BBQs in their gardens, using leaf blowers and lawn mowers, not to mention their children playing, cause at least as much and probably more noise than The Clifton.

A murmur of conversation as dozens of customers enjoy the unique community asset The Clifton has once again become is not a problem, but rather a delight. I would be pleased to respond to any questions you may have.

<b>Name:</b>	Kacie Taylor
<b>Received:</b>	2 November 2017
<p>I just want to comment to let you know how lovely and wonderful the Clifton Hill pub and its employees are. I enjoy taking my family, my husband and our three sons ages 9, 7 and 5 for a Sunday roast. Despite what some people may say, Clifton Hill has to be the quietest pub I've ever been to. Their customers, including me and my family, are lovely and are not causing the problems alleged. The staff are kind, accommodating and respectful of the residents. It would be a tremendous disservice to force this establishment out. It is a part of the community and brings people together.</p>	
<b>Name:</b>	Lucy Davidson
<b>Received:</b>	3 November 2017
<p>It has come to my attention that The Clifton Pub located on Clifton Hill, NW8 is under review.</p> <p>I am a local resident (26 abbey gardens, Nw8 9at) I am writing to ask that my views are taken into consideration, I have visited the pub at various times since it opened. I am very conscious that the management of the Pub is extremely focussed on ensuring that patrons leave quietly and do not disturb the street. They are very helpful in ensuring people stay within the Pub until taxis arrive and also clear the Pub well before 1030pm.</p> <p>I also believe that the Pub lights the street up and wards away from night crime. As a woman I always found this street very quiet and empty, now I feel slightly more reassured that there is a place which is open and brings light to a dark street.</p> <p>I believe the Clifton pub brings more positive attributes to the neighbourhood than it detracts. I also view this as more of a restaurant than a pub, it offers more of a food experience than simply drinking and it is always full of families with young children such as myself</p>	
<b>Name:</b>	Grainne Fletcher
<b>Received:</b>	20 October 2017
<p>I'm writing in reference to the license review mentioned above. I knew nothing about this license review application by the so-called "Clifton Hill Residents Group" until last night. And none of the neighbours I have spoken to know anything about it either.</p> <p>Several of us have tried to post comments online but it simply comes up with an error code. I have been told that you are aware of this problem and that you are working on it. But it is very worrying as I also heard, this afternoon, that all comments must be in by November 8th? That doesn't give an awful lot of time, especially considering so much of the street are completely oblivious to this issue.</p>	

Could I please urge you to get the system working as soon as possible! We fought so hard as a community to keep The Clifton pub and the new owners have done an amazing job so far! I'm sure that other residents would like to have their say. I am astounded to hear of an objection to this wonderful, quiet, neighbourhood pub. I have lived on Clifton Hill for 25 years.

We have known many landlords during that time, and for many years The Clifton was a fairly lively establishment. Since the Robson brothers took it over it is a much quieter affair. I cannot think of a more family-friendly, neighbourhood pub. They are very aware that they are in the middle of a residential street and, as far as I'm concerned, they do absolutely everything within their power to keep disturbance to a minimum. I walk my dog along the street throughout each day and evening up to, and past, closing time and I have never seen/heard any disturbance whatsoever. I fully support its existence, and am opposed to this licence review. Pubs are a very important part of the community and we have lost so many in this area. There is nowhere else where you can sit in an inviting, safe environment and meet and chat to neighbours and other locals. Indeed I would never have met many of my neighbours had I not got chatting with them in the pub! We have formed great friendships through The Clifton.

Our friends range from 25-85. We all use The Clifton regularly and I can assure you, we are kind to each other and considerate of our neighbours. I am literally astonished to hear that anyone thinks this pub causes a nuisance/crime/disruption of peace. I find it an absurd accusation. This pub is so quiet, I feel much safer walking along Clifton Hill when the pub is open, and I can say, hand on heart, I have never witnessed any issues or cause for concern. Quite the contrary, I feel there are many unnecessary restrictions in place. Window cannot be opened during hot summer evenings after a certain time? The garden has to close at 9pm even in mid-summer? I cannot reiterate enough: this is a QUIET, family-friendly pub. It is not full of revellers! I cannot imagine any future landlord giving as much thought to the neighbourhood. This is a pub, after all.

<b>Name:</b>	Derek Thomas
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<b>Received:</b>	18 October 2017
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I and my family have been using the Clifton (formerly the Clifton Hotel) for some 25 years and indeed signed the petition to keep the Clifton as an ACV. Over the years the Clifton has been managed by different Corporates with different managers and I can categorically state that the Ben and Ed Robson have managed the premises far better and with more respect to the neighbours than any other management company.

In the past, I have witnessed and indeed enjoyed, full blown barbeques in the small access road adjacent to the pub, TV's in the front garden showing sporting events, fire work displays and live music.

On the contrary, the Robson brothers ensure that all windows on the premises are closed at 9pm (whatever the weather), the front garden is closed at 9:30pm, signage is display in the garden and side road asking to respect the neighbours when leaving the premises including an SIA security guard patrolling the side road on Friday & Saturday evenings.

I understand that although Mr Harrison and the Clifton Hill Residents Group (representing a minor portion of residents in Clifton Hill) did complain in the past to the pub management on occasions, but at no time did he lodge a complaint to Westminster Council, perhaps he did not want to clash with a major corporate but feels he has a better chance against two brothers who have invested heavily in bringing the community back together and want to provide a facility that has stood on this site since 1846.

In my opinion this is a case of pure victimisation and that the appeal be declined.

<b>Name:</b>	Jean Thomas
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<b>Received:</b>	28 October 2017
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I strongly object to the review of the licence for 96 Clifton Hill called for by CHRG. CHRG consists of a tiny number of residents in Clifton Hill and can hardly be representative, in fact a number of residents have been very vocal in objecting to the inference that they support this review.

The application is totally disingenuous from beginning to end.

The Robson brothers have worked diligently to comply with the draconian restrictions imposed on their licence and have gone above and beyond to do so. The allegations that have been made are simply untrue and do not bear any relation to the way in which the pub is being run which is efficiently and with every consideration for the residents, many of whom enjoy the new environment which exists and which promotes inclusion for all the community inclusive of young and old alike.

The Robson brothers and indeed the staff work relentlessly to introduce every possible method of adhering to the licence granted i.e. planting introduced so that people are unable to sit on the walls outside the premises; the garden is cleared religiously at least half an hour each night before the prescribed time and the area then sealed so that nobody can enter the area; numerous notices tastefully displayed asking customers to leave quietly - which they are happy to do in order to keep the pub open.

Given the history of the premises this has probably been the best-run and totally respectful period in the thirty or so years that we have been using it. In the past there was little objection to noise created by the pub when there was more of a case to answer, and I believe that whilst the group did not want to get into a wrangle with a corporate entity they have been unyielding in their harrying of the Robson brothers and their wonderful staff, who have remained calm and professional throughout this harsh campaign by a few irritated residents who clearly (despite protests to the contrary) do not want a pub in this area

<b>Name:</b>	Theodore Turner
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<b>Received:</b>	6 November 2017
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I would like to reiterate my wife's strong support of our neighbourhood pub, The Clifton. The Clifton has been a welcoming establishment for our family, including our young boys, since moving to Clifton Hill (and to London) just a short time ago. We have been impressed by the consideration its owners have expressed to its neighbours. Indeed, we live just a few residences from the establishment and have not noticed whatsoever any disturbances in the vicinity. In fact, I would say that we, as a family, feel safer with the pub there.

As Mary Kathryn stated in her email, please do let us know if we can provide any assistance whatsoever in your evaluation of this matter.

<b>Name:</b>	Sacha Moussaieff
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<b>Received:</b>	7 November 2017
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I have been a resident of Clifton Hill for 16 years, first two doors away and now 6 doors away. If I had thought that The Clifton was in any way a cause of crime and disorder or a public nuisance I would not have moved my family from one side of the street to the other.

The pub is a deterrent of crime, and a huge reason why most of us love living here. It has always been a popular meeting place for many diverse groups, for example teachers and parents from local schools, resident group gatherings, new mums and expecting mums, and many more. When I moved here 16 years ago there was live music every weekend in the conservatory, a beer garden at the back as well as the front, outdoor sports screenings and barbecues, patrons were allowed to sit in the beer gardens until closing time. Today's version of the pub is heavily policed by the landlords for fear of a phone call or an angry visit from a member of the misleadingly named 'Clifton Hill Residents Group' which comprises around 2% of Clifton Hill itself and represents the tiny minority. Its members have frequently provoked patrons of the pub by filming and taking photos of them as they enjoyed a quiet drink. I witnessed this on several occasions with astonishment. This often incited a reaction, which was also photographed and submitted as evidence of public nuisance – hugely misleading. The pub was far noisier when the members of this group bought their properties. It attracts people of all ages wanting a quiet chat and a drink in a relaxed atmosphere.

On November 10th I attended a meeting with a member of this group and the landlords. The group's requests for no more early morning deliveries and for weekend outdoor security to avoid having people waiting for taxis outside were adhered to immediately but still a review was called. Reported crime in the street is down since the pub reopened. I have not witnessed any public nuisance or disorderly behaviour, other than provocation by the applicants with their cameras.

<b>Name:</b>	Tim Wren
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<b>Received:</b>	7 November 2017
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I'm a regular customer of the Clifton from both before it closed at the end of 2013 and after it reopened in May this year.

In my view the establishment is extremely well run and the whole team do a superb job.

The pub is quite hard to find and was closed for 3 and a half years, consequently it has been much less busy since it reopened.

I've always found the clientele to be well behaved and quiet since the reopening. Most seem to arrive and leave on foot in my experience.

I don't believe that the smoking ban could be considered a factor in any perceived increase in outdoor noise as the pub was busier and had a busy outdoor area in the front when the ban on smoking indoors came in in 2007 and apparently this wasn't a problem up to the point that it closed at the end of 2013.

Notices about noise are clearly displayed in many places and the management & staff attentive to ensuring that people behave.

I fear that the pub might not survive as a viable business if further restrictions are applied. This would be a terrible shame for all the nearby residents who enjoy visiting and other regular customers.

It would be awful to see it close again.

<b>Name:</b>	Barry Davies
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<b>Received:</b>	15 October 2017
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I am writing in respect of the application to amend the conditions of the licensing held by the Clifton Hotel.

I do not see any reason to amend the conditions.

Having been a regular in the Clifton for many years I can say that the pub is as well run now than it has ever been, in all the time I have been using it.

When ever you go there:

- There is always one of the owners in the premises
- The windows facing onto the front garden are always closed at the required time (even on the warmest of evenings)
- Smokers to go out side but you do not see large numbers at any one time

In my opinion the outside noise is not louder or more excessive than over the previous years I have been there

I do agree that the surfaces are all hard.

This is more of an eating pub rather than one having large groups of drinkers congregating.

All the objectors seem to be the same people who previously objected. As a business they need to be able to offer a service that customers want. If they cannot do that, then it will not be a viable business and no doubt the owner will again look to convert to a mega house.

In my opinion the conditions of the license seem appropriate for the current operation of the premises.

<b>Name:</b>	Julia Soning
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<b>Received:</b>	1 November 2017
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I am writing because I am a frequent visitor to the Clifton Pub which is run by the most friendly, and considerate people. I do not live in the immediate area but go out of my way to visit. I believe that it is great to have a small friendly pub on hand. I have been there throughout the summer and the owners and staff are always very

considerate of the neighbours and ask us to come inside at 9, which everyone does. One of the main reasons I keep coming back to the Clifton is because the patrons that are always there are a nice crowd, not rowdy, there is never any loud noises and it is great to visit a pub where you feel safe and you can hear yourself have a conversation with the people you are with. I also bring my children there for lunch on a Sunday and I would not take them to a lot of pubs because of the clientele.

I think the Pub is a great asset to the area and it would be a great shame to lose it. I do not believe in any way that the pub has affected the street, I still remember the last pub there ( as my husband used to live on the road) and I believe it is a great community feeling pub with many of the regulars being from the immediate roads and it is so nice to go in and know the local people ( its a bit like Cheers – where everyone knows your name).

The landlords are very kind and responsible people and on each occasion I have visited have made us aware if we are outside that we need to come inside by 9 and to keep the noise down because we are in a quiet neighbourhood but honestly I have never been there when any rowdy or noisy behaviour has occurred.

I hope you listen to my voice and not just the voice of a few miserable people who want to take away the quiet, pleasant establishment The Clifton as it would be a great shame as I was so happy it finally reopened after so many years.

<b>Name:</b>	Janine Shelley
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<b>Received:</b>	30 October 2017
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I understand the above reference number pertains to a review of the licence of the Clifton Pub, in Clifton Hill.  
I live at number 113 Clifton Hill.  
I wish to state that I have not found any increase in disturbance in the area.  
I am not in the immediate vicinity but the establishment seems to be much more sedate than previously and the Owners/staff are very keen in respect of abiding by their regulatory obligations.  
The Pub brings a strong sense of community to the area and I often pop in for a drink or a coffee and find it very comforting to bump into neighbours and, indeed, make new local friends.  
One concern was that the parking maybe affected in the area. Again, there has been no visible increase in the perceived problem, possibly because the main customer base are local and walk.  
The Clifton makes Clifton Hill very unique within the residential roads in our area and has worked as a drinking establishment for decades. The new owners have worked hard to bring a welcome addition to the street.

<b>Name:</b>	Rich Cohan
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<b>Received:</b>	2 November 2017
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I am writing in support of the Clifton pub at 96 Clifton Hill.  
While I dont live on the street, I do live nearby on Loudoun Road and not only frequent the pub on a regular basis, I also often walk down the street on my nightly dog walk. Also, my daughter's best friend is directly across the street from the pub (I know her family supports keeping the pub open), so feel I very often see how the pub is fitting into the neighbourhood.

We moved to St. John's Wood from Chiswick just over a year ago, and one of the things we miss in comparison to Chiswick are the local pub options - in comparison there just aren't that many in St Johns Wood. So when the Clifton re-opened we were excited to be adding another one, and particularly happy that it was one that truly was part of a neighbourhood and not on a busy street. We have eaten there many times and enjoyed a pint or two other times.

First, the management is very courteous and concerned about being a good neighbour. We witnessed that first hand when we spoke to them about hosting a small gathering for parents of our kids school - times and access to outside space were discussed vis-a-vis how that would impact the neighbourhood - so I know they are very conscious of that when making decisions.

Second, on my numerous visits to the pub and walks by it, I have always been impressed with the low level of noise - when I approach it, I expect to be able to hear it before I see it, and in fact I really don't think I have ever heard load noise from there. On one occasion, I saw a group of 3-4 people on the sidewalk have a discussion as they left the pub and before they went their separate ways. But they were not yelling, visibly drunk or rude in any way. Other than that one time, I swear you wouldn't know there was a pub there before walking by the patio or door.

Please keep the pub open - it adds so much value, colour and enjoyment to the neighbourhood and it would be missed. The neighbourhood pub is such an iconic British lifestyle staple that losing another one would be a shame.

<b>Name:</b>	Jennie Shepherd
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<b>Received:</b>	2 November 2017
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I was very sad to see that a minority of residents (The same residents that have always hated the pub in the street , made the previous landlords life a misery , and have been instrumental in the ongoing objections and blocking of the present pub) Have actually been able to question the licence AGAIN !

The problem is that a few negative individuals , who will not rest until the pub is made a residence seem to get more of a voice than the rest of the Street & Neighbourhood .

I started to read the dossier of complaints and it's a joke , a deliberate and slanderous load of rubbish .

I live a few doors down from the pub.

I sleep at the front of the house so hear all road noise .

I eat and drink in the pub with friends and family about once a week .

My 14 year old son and his friends eat with us .

The owners are ridiculously paranoid about the noise levels , there are signs everywhere and in the summer months you could not use the pub after 9pm as with windows closed it was a sweat shop?

The pub is well run , I have not seen any unsavoury characters in the pub , it is really child and dog friendly. Noise at worst is a friendly hum of life . I am also thrilled that since opening my car that got broken into 3 times last year has been left alone .

This pub is in no way a risk to the neighbourhood. It is an asset . However I believe that it will cease trading if restrictions keep being added . The owners are being set up to fail in unreasonable circumstances . I believe the 9pm curfew should be



extended to 10pm. I also believe that if our local police force had seen a rise in crime or a risk to safety it would be noted .

People , who have nothing better to do with there time and money than try and crush 3 young men's start is just bullying . These individuals are not talking on behalf of our community, they are driven by greed, selfishness and stubbornness.

Can the normal and positive people in this community please be given their say ? Each time a complaint comes in can it's authenticity be checked ? I couldn't bare to continue reading the dossier of lies , put together only to create an impossible trading environment. Will this ever end?

Surely the same individuals should be stopped from time wasting ?

The Clifton was here before any of us.

If I felt in anyway threatened or unsafe in my Street , I'd move !!! That is not what is going on here . What lengths will these people go too ? They are preying on financial weakness and making it impossible for the pub to be successful.

No more lies , No more restrictions....in fact loosen things and give the pub a chance to thrive !!!

Please advise what we can do to help and support this lovely pub?

Appendix 6

**Licence & Appeal History**

<b>Application</b>	<b>Details of Application</b>	<b>Decision</b>	<b>Date Determined</b>
06/07861/WCCMAP	New Premises Application	Granted under delegated authority	26.03.2007
06/13408/LIPDPS	Application to Vary the Designated Premises Supervisor	Granted under delegated authority	30.12.2007
08/11269/LIPCH	Application to change Licensee details	Granted under delegated authority	03.03.2009
10/06165/LIPV	Variation Application	Application Withdrawn	28.09.2010
10/10608/LIPVM	Minor Variation Application	Granted under delegated authority	13.01.2011
12/08766/LIPDPS	Application to Vary the Designated Premises Supervisor	Granted under delegated authority	01.02.2013
13/00369/LIPDPS	Application to Vary the Designated Premises Supervisor	Granted under delegated authority	01.02.2013 (Lapsed) 14.01.2014
16/01702/LIPN	New Premises Application	Granted by Licensing Sub-Committee	21.04.2016

16/09910/LIPVM	Minor Variation Application	Refused Licence	04.10.2016
16/12331/LIPVM	Minor Variation Application	Granted under delegated authority	29.11.2016
17/09675/LIPRW	Application of the Removal of a works condition	Granted under delegated authority	04.10.2017

There is no appeal history for this premises.

**TENS history for premises:**

<b>Application</b>	<b>Details of Application</b>	<b>Decision</b>	<b>Date Determined</b>
12/05095/LITENP	Temporary Event Notice	Notice Granted	20.07.2012
12/03935/LITENP	Temporary Event Notice	Notice Granted	23.05.2012
12/03036/LITENP	Temporary Event Notice	Notice Granted	19.04.2012
11/08203/LITENP	Temporary Event Notice	Notice Granted	15.08.2011
11/02133/LITENP	Temporary Event Notice	Notice Granted	10.03.2011
11/02129/LITENP	Temporary Event Notice	Notice Granted	10.03.2011
10/06578/LITENP	Temporary Event Notice	Notice Granted	31.08.2010
10/04754/LITENP	Temporary Event Notice	Notice Granted	28.06.2010
10/04666/LITENP	Temporary Event Notice	Notice Granted	25.06.2010

10/04656/LITENP	Temporary Event Notice	Notice Granted	24.06.2010
10/01099/LITENP	Temporary Event Notice	Notice Granted	17.02.2010
05/12943/LITENP	Temporary Event Notice	Notice Granted	09.12.2005
05/12941/LITENP	Temporary Event Notice	Notice Granted	09.12.2005
05/12774/LITENP	Temporary Event Notice	Notice Granted	04.12.2005
05/12851/LITENP	Temporary Event Notice	Notice Granted	04.12.2005

This premises has been listed as an Asset of Community Value.

An Asset of Community Value allows Community groups to have the legal right to apply to the council to nominate local assets as being valuable to the community.

If the nomination is successful, when the asset comes up for sale, community groups that wish to buy the asset will be given 6 months to make a bid.

It gives voluntary and community groups the chance to save important local places like pubs, libraries and village shops.

## Appendix 7

### **CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining a review application, the authority must have regard to the application and the representations under the provisions of the Licensing Act 2003 and take such steps (if any) it considers appropriate for the promotion of the licensing objectives.

At a hearing the licensing authority may, in accordance with section 52(6) of the 2003 Act, modify the licence conditions or exclude licensable activities, it may stipulate that the modification or exclusion is to have effect for only such period (not exceeding three months) as it may specify.

This schedule lists those conditions (if any) which are consistent with the operating schedule, or proposed as appropriate for the promotion of the licensing objectives by a responsible authority or an interested party as indicated.

#### **Current conditions on the existing licence: 16/13469/LIPDPS**

##### **Annex 1 – Mandatory conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

- (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to:
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
  - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
- 5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 6.
  - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
  - (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
    - (a) a holographic mark, or
    - (b) an ultraviolet feature.
- 7. The responsible person must ensure that—
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been

made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

- (i) beer or cider: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

8(ii) For the purposes of the condition set out in paragraph 8(i) above -

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

Where -

- (i) P is the permitted price,
  - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
  - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
- (i) the holder of the premises licence,
  - (ii) the designated premises supervisor (if any) in respect of such a licence, or
  - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

- (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
- 8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 8(iv).
  - (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
  - (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.



**Annex 2 – Conditions consistent with the operating Schedule**

None

### **Annex 3 – Conditions attached after a hearing by the licensing authority**

9. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.
10. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
11. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly
12. A Challenge 21 or Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS hologram.
13. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
14. No rubbish, including bottles, shall be moved, removed or placed in outside areas on Monday to Friday between 22:00 hours and 08:00 hours the day following and on Saturdays, Sundays and Bank Holidays between 22:00 hours and 09:00 hours the day following.
15. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.
16. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points and the outside area will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
17. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

18. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
19. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which will record the following:
  - a. all crimes reported to the venue
  - b. all ejections of patrons
  - c. any complaints received concerning crime and disorder
  - d. any incidents of disorder
  - e. all seizures of drugs or offensive weapons
  - f. any faults in the CCTV system or searching equipment or scanning equipment
  - g. any refusal of the sale of alcohol
  - h. any visit by a relevant authority or emergency service.
20. There shall be no self-service of alcohol.
21. There shall be no striptease or nudity, and all persons shall be decently attired at all times unless the premises are operating under the authority of a Sexual Entertainment Venue Licence.
22. During the hours of operation of the premises, the licence holder shall each day ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
23. The licence holder shall enter into an agreement with a hackney carriage and/or private carriage firm to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.
24. The Beer Garden shall not be permitted to be used by customers after 22:00 hours.
25. The windows at the front of the premises shall not be used as a hatch for the serving of food or drinks.
26. All windows and external doors shall be kept closed after 21:00 hours except for the immediate access and egress of persons.
27. Loudspeakers shall not be located in the entrance lobby or outside the premises building.
28. After 22.00 hours patrons permitted to temporarily leave and then re-enter the premises building, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.
29. After 22:00 hours patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall be limited to 5 persons at any one time.
30. Patrons permitted to temporarily leave and then re-enter the premises building after 22:00 hours to smoke shall be restricted to a designated smoking area defined as being immediately outside the lobby entrance to the premises as far as the building line.

31. During the hours of operation of the premises, the licence holder shall each day ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
32. No collections of waste or recycling materials (including bottles) from the premises shall take place on Monday to Friday between 22:00 hours and 08:00 hours the day following and on Saturdays, Sundays and Bank Holidays between 22:00 hours and 09:00 hours the day following.
33. No deliveries to the premises shall take place on Monday to Friday between 22:00 hours and 08:00 hours the day following and on Saturdays, Sundays and Bank Holidays between 22:00 hours and 09:00 hours the day following.
34. The premises licence holder shall ensure that any patrons smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway.
35. No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.
36. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
37. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
38. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
39. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
40. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the Police or an authorised officer of the City Council at all times whilst the premises is open.
41. No recorded music, live music, radio, television or other form of noise-producing device or noise producing activity or entertainment whatsoever shall be permitted in the outside area.

#### **Conditions proposed by the Applicant**

42. Stopping use of Beer Garden at an earlier terminal hour – 20:00 hours; Limiting the numbers of customers permitted in the Beer Garden; and/or requiring alcohol to be consumed in the Beer Garden only by persons who are seated.
43. Requiring the presence of a trained SIA person whose sole role is to manage the areas outside the premises building, including ensuring that customers using the Beer Garden do not cause a nuisance and ensuring that customers leave the premises as

quietly as possible; and ensuring that customers do not extend beyond the licensed area.

44. Preventing customers from drinking or smoking outside the licensed area i.e selling, serving and consuming food, alcohol and soft drink will be limited ONLY to within the red line marked on the plan; ensuring smokers remain within the designated smoking area.
45. Stopping customers sitting on the low walls around the Beer Garden – installing low metal fencing.
46. Carry out noise attenuation works to the conservatory at the rear of the premises to prevent noise breakout.