

Sylvia Lewis

13/02513/Review

SML

From:

Sent:

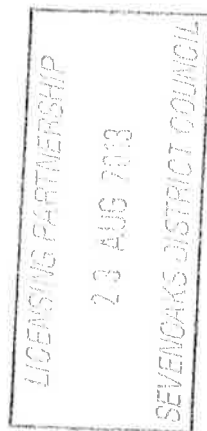
To:

Subject:

17 August 2013 14:28

Licensing

The Royal Oak Pub, Chapel Wood Road, New Ash Green



Dear Sirs

The following is a copy of a text message that has come to my attention this weekend.

> "Hey how do you fancy helping us out as we are in a bit of poo with the pub. We are in trouble with the licensing authority as we were serving a bit after time and a fella that has only been in here once who apparently is a bailiff got a bit of a dig outside and made a bit of a big deal of it involving everyone except the Gary Glitter Brigade!! That has been put to one side after we surrendered the CCTV to help and all they want to do now is take our licence away for serving a bit after time to a few stragglers left over from a birthday party that the fella wasn't invited to."

> Sadly for us that's a bit grim really as far as we are concerned. So if you fancy helping us retaining our good name and humour and you know we have that lol. Can you do us a favour and send a quick email to Licensing@sevenoaks.gov.uk Regarding the Royal Oak in New Ash Green before Monday and tell em what a lovely family run pub we keep and how worth the trip is to bask in our hospitality !!! Lol well not quite like that but, and it is anonymous by the way ... A good positive comment may dig us out of a hole.... No worries if you haven't the time but we could do with a hand if you could spare it.."

> Kev & Son

It is not a secret in the village and surrounding areas that this pub regularly serves after hours and it has also been noticed that some patrons are still in the pub until the early morning (4am) especially on Friday and Saturdays.

The car park is a total mess and it is also a known haunt for drug dealing as well as other activities. I personally reported this to the police about 18 months ago but still it goes on.

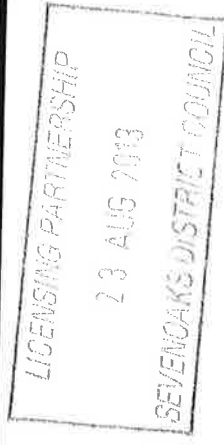
I cannot divulge who passed this text on to me but suffice it to say I for one am not surprised having witness all sorts of misdemeanours since the current landlord took up residence.

Ian Reynolds

13/02/13 / REVIEW
SML

Sylvia Lewis

From: [REDACTED]
Sent: 19 August 2013 12:22
To: Licensing
Subject: Royal oak (New Ash Green)



To whom it may concern

We have lived in the village for the past 35 years. We have always embraced the village way of life.

When Kevin and Sonya took over the Royal Oak Public house they became like a breath of fresh air the pub was transformed and became a social hub for both young and old, It was somewhere we could have a quiet drink or it was a place we could take our grandchildren and sit out in the garden whilst they played in the children's play area.

We feel if Kevin and Sonya lose their licence over outside elements I.E. travellers this would be wrong and unjust.

Kind regards

Robert Pritchard

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Appendix E

13/02513/REVIEW

SMC

Sylvia Lewis

From:

Sent:

To:

Subject:

17 August 2013 13:24

Licensing

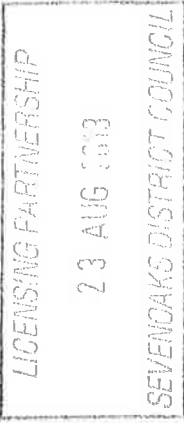
Royal Oak in New Ash Green

To Whom it May Concern

I am just writing to say how much we enjoy going out to the Royal Oak in New Ash Green.

We have visited many pubs but each time we visit this public house we have been made very welcome they are very friendly and there humor makes a great atmosphere.

Thank you for your time in reading this email.

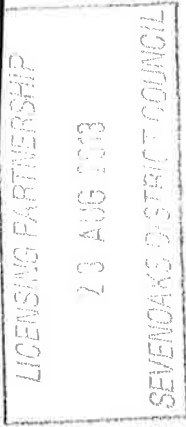


SML

Sylvia Lewis

From:
Sent:
To:
Subject:

[REDACTED]
17 August 2013 09:59
Licensing
The Royal Oak



This is just a short message in support of the management at the Royal Oak in Ash. They are a very friendly and helpful couple who do there utmost to help anyone out. Since they have taken over at the Oak they have brought the pub out off a very black time, the team in the Oak treat everyone with a kind and considerate manner so I would support them in all matters . Roland Blackmore

Sent from my iPhone

13/02513/REVIEW

SML

Sylvia Lewis

From:

Sent:

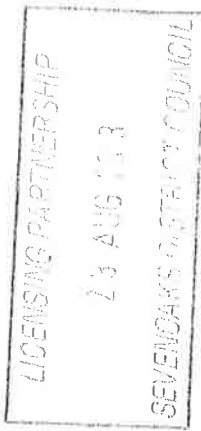
To:

Subject:

18 August 2013 00:20

Licensing

Royal Oak in New Ask Green



To whom it may concern

I was shocked & saddened to find out that the landlords of the Royal Oak in New Ash Green have the possibility of losing their licence. This would be a total travesty and a blow to the local community as this is a lovely & very friendly family run pub, where you can go & have an enjoyable evening & always come out with a smile on your face because of the happy atmosphere.

Although I am not from Sevenoaks, I visit family & friends very regularly & when I do I look forward to visiting Kevin & Sonia behind the bar at the Royal Oak where we always receive a very warm welcome.

When I heard that they might lose their licence, I felt so strongly that I had to email you & let you know what a shame it would be to lose such a happy bubbly couple.

Many Thanks in advance

Colin Sagers

13/02513/Review

SML

Sylvia Lewis

From:

Sent:

To:

Subject:

18 August 2013 11:00

Licensing

Royal Oak Pub

LICENSING PARTNERSHIP

23 AUG 2013

SEVENOAKS DISTRICT COUNCIL

To whom it may concern

I hear from a regular at the Royal Oak , in New Ash Green, that they are having problems with the licensing board, I only wish to offer them support in saying what a nice welcoming family run pub it is. While I only get to visit when on holiday, it would be a great shame for this type of honest family business succumb To infringements beyond their control, ie trying to keep the relationship between customer retention at a balance within the law. I can only say from an outsider looking in, it was very well run.

Donald W MacLeod MBE

Scotland

Lifeboat Coxswain.

Sent from my iPhone

Appendix E

13/02513 / REVIEW

SML

Sylvia Lewis

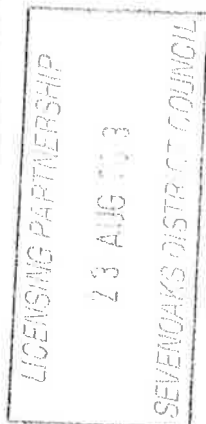
From:

Sent:

To:

Subject:

Joe Wood
18 August 2013 14:50
Licensing
Royal oak ash

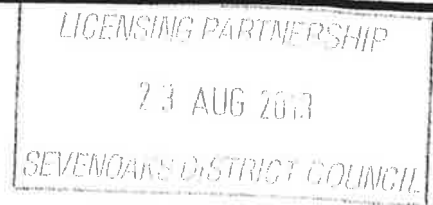


Sent from my iPad I have lived in new ash green for 38 years and my local is the royal oak at ash in the last two years it has become more than just a pub it has been nicely refurbished and more of a family country pub than ever before and this we put down to the new owners if you would like any more information do not hesitate to contact me.

Appendix E

Jessica Bolton

From: Licensing
Sent: 19 August 2013 09:21
To: Jessica Bolton
Subject: FW: Re The Royal Oak (New Ash Green)



From: [REDACTED]
Sent: 18 August 2013 19:23
To: Licensing
Subject: Re The Royal Oak (New Ash Green)

To whom it may concern

I am writing to tell you about the experiences both myself and my family have had at the above premises, over the last few years.

Always when we arrive we are greeted warmly and made to feel welcome, the place is always clean and tidy, and welcomes all sectors of the community.

We enjoy the drink and the food offerings every time we make the trip over there , as its such a pleasure and stress free.

The place always seems very well run , and in 3 years i have never witnessed any trouble or wrong doing, which certainly makes a change these days.

I have to say that more places like this establishment need to be around for families like my own, who don't always want the chain atmosphere where every place is the same and the offerings are the same also, independent public houses are dwindling fast and i am so glad we found the " royal oak " and hope to have many years popping over there ahead of us.

Kind regards
DB



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13/02513/REVIEW

Sylvia Lewis

SML

From:

Sent:

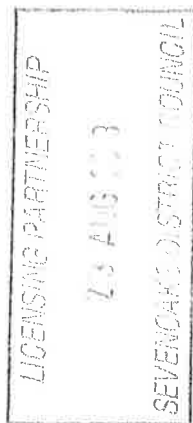
To:

Subject:

19 August 2013 21:20

Licensing

Royal Oak Pub



Dear Sir, Madam,

I am emailing you in respect of the Royal Oak pub in New Ash Green. I am a frequent customer and would like to let you know how much I enjoy visiting. This is due to the friendly family atmosphere in the pub during the day, but I also visit during the evening with my friends from the local area and we like the local community feel. I believe removing the current landlords licence or the current landlord and his family will be a detriment to this pub and the local area in general.

The current landlord has turned the Royal Oak around from a place no one wanted to go to a couple of years ago before they started there, to now in which it is a centre for the whole community.

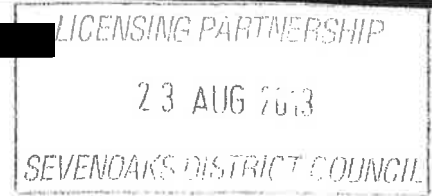
Kind Regards,
Liam Mills

Appendix E

SML

Sue Lee

From: [REDACTED]
Sent: 22 August 2013 13:48
To: Licensing
Subject: The Royal Oak, New Ash Green Review

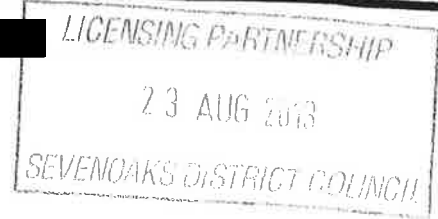


The Royal Oak is a very friendly family pub run by lovely people, Kevin, Sonia, and Sam. Every time you walk in the pub you are made to feel extremely welcome by staff and owners. I haven't got a bad word to say about the place, I've always had a lovely time whenever I've gone there.

Thanks
Tim Soane

Sue Lee

From: [REDACTED]
Sent: 22 August 2013 12:57
To: Licensing
Subject: Royal Oak pub, New Ash Green



To whom it may concern,

I wish to express my concern about the possible shut-down at the Royal Oak pub in New Ash Green.

As a regular at the pub, I would be really disappointed if the Oak was shut down. The family running it have really turned the place around, and made it a very pleasant and nice pub to be in. They are a great bunch, always friendly and accommodating to their customers. The pub wasn't always this way, it has not always had the best reputation - but it has certainly changed a lot since the current owners took over. I would be very sad to see them go, considering the changes they have made to make it such a nice friendly pub.

I hope you take this into consideration when making the decision over the pub.

Regards,

Beth Monday

Appendix E

The Royal Oak
Chapelwood Road
West Yoke
New Ash Green
Kent
TN15 7HT

16th August 2013

Dear Sir,

Since April 2011 we, as a family, have without incident, run the Royal Oak public house in New Ash Green. This was after a 4 month, £85,000 re-furbishment program, involving not only a complete renovation of the premises inside and out, but also the accommodation above that we now consider and call home.

We have a diverse range of customers that regularly visit the pub at varying times. From senior citizens, mums and toddler groups; serving Police service officers, retired cabinet office staff and pillars of the community through to race car drivers, motorcycle clubs, musicians and sports & TV personalities. Normal hardworking, law-abiding citizens. However, to every action there is a reaction as we are all aware and we are also all aware that in life there are some less sociable members of society that the rest of us are expected to tolerate both in the workplace and in our social time. Unfortunately in the licensed trade we not only tolerate these individuals, we also have a duty of care to for fill regarding their health and safety.

On Saturday 10th August we were hosting a 21st birthday party for one of our regular younger customers. The evening went well but was totally spoilt by two individuals fighting outside of the pub after leaving. Individuals who do not live locally and consider this type of behaviour to be, dare I say, normal and acceptable.

We were as mortified as anyone would be regarding the situation. We take a hard line on drugs and violence as far as we can without intimidating other customers with signs and spraying adhesive products on surfaces and we sometimes find it exhausting and disappointing that the law can often fall on the side of the offender and their human rights?

That said, having had dealings with the chap who returned to the Pub bleeding; earlier when serving him I found him to be rather rude and arrogant and overheard him make some rather distasteful comments regarding my somewhat rotund stature. This profession tends to induce selective hearing and in this situation you learn to let this sort of behaviour and comment flow over you as he wasn't local and when without an audience was possibly a pleasant individual. Please note, I did say possibly.

That aside there can be no excuse for violence in any situation and since this incident we have suffered a 60% fall in trade and leaves us yet another massive mountain to climb to keep our home and business on track. A business that, may I add, two and a half years on has not yet reached a profit situation. A business we have invested a lot of time, money and effort into.

In the time we have been in New Ash Green we have worked extremely hard to make our Pub part of the community and to integrate into village life as a family. We involve ourselves and the Pub in fund raising for local charities and are supporters of the local Milestone School.

We have not once in the time we have been running the Royal Oak called upon the services of the Police.

This is not due to the fact that as an ex member of UK Special Forces I am more than capable of dealing with a situation. It is because we do not tolerate this type of behaviour therefore never had to call upon their services thus wasting valuable resources. However, I have in the past been requested to assist the Police Service on several occasions by providing and making CCTV footage available to investigate local crime, all unconnected to the pub I might add and was only to glad to do so.

This incident was no different and when receiving a telephone call from Gravesend Police, an appointment was made for 1800hrs on Sunday for CID officers to attend the pub and view the footage of the alleged offence. The appointment was not kept and I assumed that having a massive workload due to austerity measures, this incident had slipped down the list of their priorities.

On Tuesday 13th August a call was received from PC Mark Beresford Sevenoaks Licensing Officer requesting an appointment to visit the premises and "ask a few questions" regarding an alleged incident. I met with PC Beresford in the bar and as I was upstairs placing funds in the safe at the time of the alleged incident, gave as much information as I could from the evenings events as I recalled them and from my knowledge of the CCTV footage that I had viewed and that in essence there was very little to see as it occurred outside as people were leaving and the outside lights were off. I also informed PC Beresford that as the front door of the Pub was not locked the man re-entered the bar on foot, not dragged as suggested, demanding an Ambulance and was compos mentis enough to issue me with a threat to sue as the incident happened on licensed premises. Despite this we allowed him to continue to remain in the bar while he regained his composure providing him with sterile towels. After his somewhat dramatic spell on the floor of the bar and being refused a further drink he then left with no thanks but I can safely say I was not expecting any. His only comment was, "Where there is blame there is claim."

During the time he was in the bar he repeatedly called for an Ambulance and at one stage I personally spoke to the controller and when I was asked, "In your opinion does the gentleman require an Ambulance?" I replied, "No he does not."

PC Beresford was then invited to our private accommodation to view the footage for himself and was offered a blank DVD to copy any information he required regarding the alleged offence. He chose instead to remove the whole machine which, as this left me with no CCTV coverage thus technically uninsured. Possibly not the best solution to the problem but again I was happy to assist.

This was offered in the full knowledge that I had broken my licensing conditions by serving some drinks some thirty minutes after the time allowed by law. But I considered it very important to assist the Police in anyway I could. This is my first offence in the six years that have been in the trade and although an oversight by my staff the responsibility remains fully with me as Designated Premises Supervisor. I am ashamed that I have found myself in this situation that may threaten my families business and livelihood. I realise the seriousness of the offence and furthermore the consequences for myself, my family and indeed Shepard & Neame Brewery.

I stand guilty as charged and offer my mitigating circumstances and sincere apologies to the panel.

However, I must add that I have briefly read a statement made by PC Beresford regarding this matter and I find it paints an extremely dark and may I say seedy picture of the incident, my family business and indeed myself considering that it would seem, as far as I am aware no charges or prosecutions have been brought to any party involved and my thoughts are that PC Beresford, after writing this statement and further stating comments in front of The licensing officer during our meeting that I believe to be at very least, embroidered, seems to be placing himself as Judge Jury and Executioner and I must reserve my right to defend myself.

Kevin Morris