



John Hobday [REDACTED]

Noise complaint from neighbour

7 messages

Orton, Mark <mark.orton@southwark.gov.uk>

Mon, Apr 28, 2014 at 10:36 AM

To: John Jack Henly Hobday [REDACTED]

Hi Jack,

I understand you are aware of the complaint from a local resident regarding noise and other disturbance from premises in vicinity including Anspach & Hobday. Could you let me know when it would be convenient to meet with you at the premises to discuss this?

Kind regards

Mark

Mark Orton

Licensing Officer

London Borough of Southwark

[Southwark Council | Community Safety & Enforcement](#)

Office Address (for meetings and deliveries)

160 Tooley Street London, SE1 2TZ

[Post: 3rd Floor Hub 2, PO Box 64529 | London SE1P 5LX](#)

Ph: 020 7525 2436, Fax: 020 7525 5705

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John Jack Henly Hobday [REDACTED]

Mon, Apr 28, 2014 at 10:45 AM

To: "Orton, Mark" <mark.orton@southwark.gov.uk>

Hi Mark, Wednesday afternoon would suit me well. How does 2pm sound?

Best,

Jack

[Quoted text hidden]

Orton, Mark <mark.orton@southwark.gov.uk>

Mon, Apr 28, 2014 at 10:46 AM

To: John Jack Henly Hobday [REDACTED]

Thanks for the speedy response Jack, Wednesday at 2pm is fine.

cheers

Mark

From: John Jack Henly Hobday [mailto:[REDACTED]]

Sent: 28 April 2014 10:46
To: Orton, Mark
Subject: Re: Noise complaint from neighbour

[Quoted text hidden]

Orton, Mark <mark.orton@southwark.gov.uk>
To: John Jack Henly Hobday [REDACTED] >

Fri, Jun 27, 2014 at 10:47 AM

Hi John,

Just a quick catch up. Not much in the way of communication from the complainant this week re A&H, more to do with the bakery than anything with deliveries arriving around the 6.00am mark and parking behind the complainants garden.

I've attached a photo from last weekend, can I ask if this is your idea? If so, it appears to have worked with no mention of anyone on that side of the road last weekend despite the fantastic weather.

If I receive any communication that may be of interest I'll let you know.

Thanks for your assistance and cooperation in this matter, it's much appreciated.

Kind regards

Mark

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A&H Saturday 21 06 14 photo 3.jpg
239K

John Jack Henly Hobday [REDACTED]
To: "Orton, Mark" <mark.orton@southwark.gov.uk>
Cc: "hello@anspachandhobday.com" <hello@anspachandhobday.com>

Fri, Jun 27, 2014 at 10:55 AM

Hi Mark, yes that was one of Paul's good ideas. It's worked remarkably well and we'll maintain it. Thanks for the update.

Have a good weekend

Cheers!

John

[Quoted text hidden]

Orton, Mark <mark.orton@southwark.gov.uk>

Fri, Jun 27, 2014 at 11:06 AM

To: John Jack Henly Hobday [REDACTED]

Hi John,

Nice one, give him a pat on the back from me!!

And ditto, have a good weekend.

cheers

Mark

From: John Jack Henly Hobday [mailto:[REDACTED]]

Sent: 27 June 2014 10:56

To: Orton, Mark

Cc: hello@anspachandhobday.com

Subject: Re: Noise complaint from neighbour

[Quoted text hidden]

John Jack Henly Hobday <j.h.hobday@gmail.com>

Fri, Jun 27, 2014 at 11:07 AM

To: Paul Anspach <p.j.anspach@gmail.com>

----- Forwarded message -----

From: **Orton, Mark** <mark.orton@southwark.gov.uk>

Date: Friday, June 27, 2014

Subject: Noise complaint from neighbour

To: John Jack Henly Hobday [REDACTED]

Hi John,

Nice one, give him a pat on the back from me!!

And ditto, have a good weekend.

cheers

Mark

From: John Jack Henly Hobday [mailto:j.h.hobday@gmail.com]

Sent: 27 June 2014 10:56

To: Orton, Mark

Cc: hello@anspachandhobday.com

Subject: Re: Noise complaint from neighbour

Hi Mark, yes that was one of Paul's good ideas. It's worked remarkably well and we'll maintain it. Thanks for the update.

Have a good weekend

Cheers!

John

On Fri, Jun 27, 2014 at 10:47 AM, Orton, Mark <mark.orton@southwark.gov.uk> wrote:

Hi John,

Just a quick catch up. Not much in the way of communication from the complainant this week re A&H, more to do with the bakery than anything with deliveries arriving around the 6.00am mark and parking behind the complainants garden.

I've attached a photo from last weekend, can I ask if this is your idea? If so, it appears to have worked with no mention of anyone on that side of the road last weekend despite the fantastic weather.

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Anspach & Hobday: Photo Schedule and Review Evidence

Dear Licensing Committee, Please find below our evidence and related materials concerning the Anspach & Hobday License review. These are divided as follows.

Litter Patrol Route at 6pm on Saturdays

(Figure 1)

Typical Patrol Results

(Figure 2) – Beer cans and bottles NOT from A&H.

Typical Saturday Prior to our Doorman

(Figure 3) – Busy but contained.

Police Patrols – Results

(Figure 4) – No cause for complaint.

Typical Pedestrian Activity

(Figure 5 & Figure 6) – Not our customers.

Marquis of Wellington

(Figure 7 & Figure 8) – People using the space but not our customers

A Typical Saturday with new Doorman

(Figure 10)

The new Druid Street market

(Figure 11)

No Drinks This Side Cheers

(Figure 12)

A typical Rota

(Figure 13)

Newly instated House Rules

(Figure 14)

Outside Area Management Policy

(Figure 15)

List of Licensed Traders in our Area for reference:

- Brew By Numbers,
- Bar Tozino
- Jensens Gin
- 40 Maltby Street
- Bottle Shop
- Kernel Brewery
- Marquis of Wellington (closed currently)

Other Traders:

Maltby Street Market (including wine, spirits & beer)

- Monty's Deli
- Druid Street Market

Figure 1: Litter Patrol Route

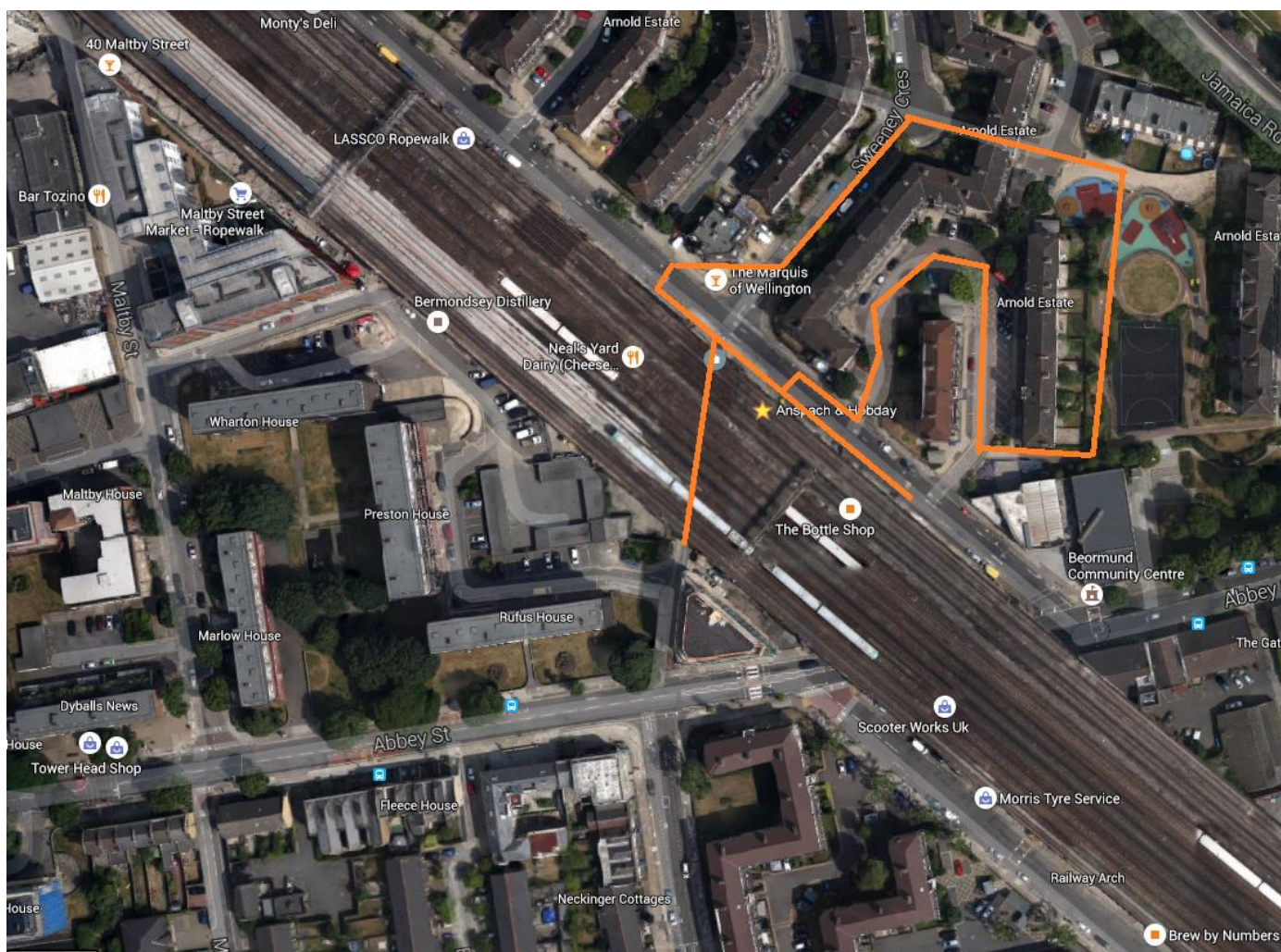


Figure 2: Typical Result from Litter Patrol - No A&H Found on this occasion – other beer bottles and cans present.

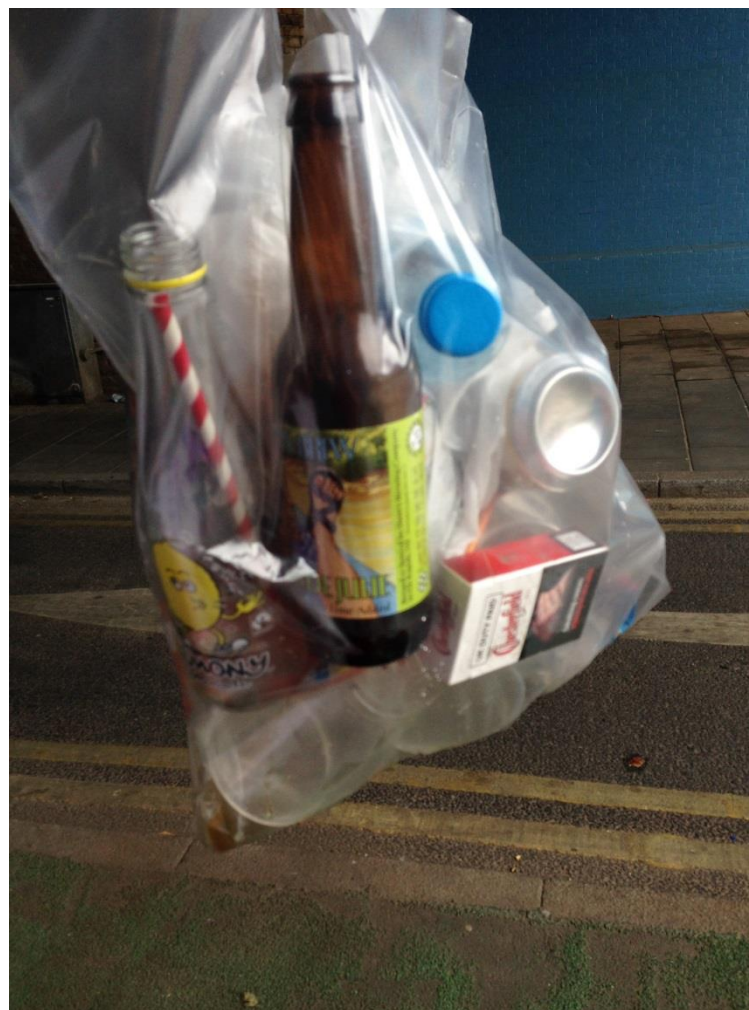


Figure 3: Typical Custom at our busiest time on a Saturday (13/06/2015)



Figure 4: Content Police Patrol by at 15:24 Saturday June 13th - Officers badge 471 MD.



Figure 5: Example 1: Pedestrians walking by at our busiest time. These could understandably be mistaken as our patrons in the road but have nothing to do with our business.



Figure 6: Example 2: Pedestrians at a quieter time. Now that the road is part pedestrianised the safety of those walking past our business is better.



Figure 7: Example 1 of people in the area utilizing the space of the now closed Marquis of Wellington on a Saturday (6/06/2015 @ 2:25pm) These are NOT our Patrons.



Figure 8: Example 2 of people in the area utilizing the space of the now closed Marquis of Wellington on a Saturday (6/06/2015 @ 3:045pm) These are NOT our Patrons



Figure 9: Typical Sunday & A&H (07/06/2015 @ 1:15pm)



Figure 10: A typical A&H Saturday since Security have been employed (06/06/2015 4:41pm)



Figure 11: The Druid Street Market Operating on a Saturday further down Druid Street.



Figure 12: No Drinks this Side Cheers - See our original (now faded) sign in black which was very successful in its purpose.



Figure 13: Typical Rota (W/C 20/06/2015)

Week Starting	20/06/2015	21/06/2015	22/06/2015	23/06/2015	24/06/2015	25/06/2015	26/06/2015		
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Totals	Break
Jack	10:00 AM 18:00	9:30 AM 9:00 PM	9:00 AM 9:00 PM	8:00 AM 6:00 PM		9:30 AM 8:00 PM	11:00 AM 7:00 PM	60	56.5
Paul	8:00 AM 5:00 PM	8:00 AM 6:00 PM	8:00 AM 6:00 PM	8:00 AM 6:00 PM	8:00 AM 7:00 PM			50	47.5
Dylan	8:30 AM 5:00 PM		8:30 AM 5:00 PM		8:30 AM 7:00 PM	10:00 AM 8:00 PM	1:00 PM 6:00 PM	42.5	40.5
Dan								0	0
								0	0
Kat						1:00 PM 6:00 PM		5	5
Alex						12:00 PM 6:30 PM		6.5	6
								0	0
Door Staff						1:00 PM 6:00 PM		5	5
								0	0
OPENING	08:00	08:00	08:00	08:00	08:00	10:00	11:00		
CLOSING	19:00	19:00:00	19:00:00	19:00	19:00	20:00	19:00		
Events									
	20/06/2015	21/06/2015	22/06/2015	23/06/2015	24/06/2015	25/06/2015	26/06/2015		
Evening	.2.	.2.	.2.	.2.	.3.	2.4.	2./2		

IN-HOUSE RULES As Displayed

Figure 14: Newly instated House Rules

Anspach & Hobday
HOUSE RULES

Anspach & Hobday promote **Gemütlichkeit**:
The celebrated principle of geniality; friendliness.

Treat Staff and other guests in a pleasant manner.

Be considerate of other guests particularly with regards to
noise. They are here to enjoy beer and a pleasant
atmosphere.

Patrons are always welcome to bring food into our venue
but be tidy about it.

When using our outside area and coming to and from our
premises please be considerate of our neighbours.

Keep noise to a minimum when you are leaving at any time.

Please do not open Off-Trade Sales outside of the premises
or consume in the immediate area.

Please Drink Responsibly.

Cheers!

Figure 15: Outside Area Policy

A&H Outside Area Management Policy

Dear Colleagues,

Please read and sign your understanding of the following Outside Area Management Policy: Managing Patrons and our space.

It is our responsibility to ensure that our outside space is kept clear and tidy of all litter and empty glasses at all times. The area must be swept before and after use of the space for our On-Trade. Patrols.

It is our responsibility to keep all A&H Patrons and all consumption of alcohol inside of our outside area (as currently proposed by the EPT, see designated area below). This area extends from the entrance of the brewery along the pavement in front of the Grain Store Arch and ends just before the cycle path parallel to Gedling Place. This area should always be roped off during public opening hours and is the only area where drinks can be consumed outside of Anspach & Hobday. If on quieter days a smaller roped off area is facilitated within this area then this smaller area becomes the new boundary within which our patrons and their drinks must reside.

If you come across Patrons who may have intentionally or unintentionally strayed from this area please politely bring to their attention this requirement of our outside management policy and ask them to join/rejoin the designated space. If in the event they fail to do so directly notify the SIA security or management and we will ask them to leave and refuse all further service. We will always firmly support you in a decision you have taken regarding infringement of this policy by any patrons.

In the event that anyone within the outside area gives you cause for concern with regards to their safety, the safety of other patrons and any nuisance for example noise of a volume or nature as to be counter to that expected in our public house rules and could cause discomfort to our other patrons and surrounding stakeholders, including our neighbours and local business. Please immediately notify the manager or SIA on duty (security). Depending on the severity of their infringement we will ask the patrons to redress their behaviour, remind them of our house rules regarding noise and safety and if necessary refuse them service and ask them to leave immediately.

If you have any questions on the above please ask your manager. In signing below you agree to be responsible for upholding the above Outside Area Management Policy.

Signed:

Name:

Date:

Anspach & Hobday