

From: [REDACTED]
Sent: Thursday, August 1, 2024 2:38 PM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Subject: Fox on the Hill - License review representation

[REDACTED]
[REDACTED]
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[REDACTED]
T: + [REDACTED]

[REDACTED]

2024/08/01

License number - 883605 - Fox On The Hill

Dear Southwark Council,

I am writing to lodge a formal complaint against the Fox on the Hill pub, 149-153 Denmark Hill, London SE5 8EH.

I am a local resident, living across the road from the pub on the Ruskin Park house estate. I have lived in [REDACTED] for [REDACTED] years and have not had cause to complain, and often go to the pub myself.

However, in the summer months this year the pub has lost control of it's customers, who frequent our private estate, carry their drinks over, consume drugs, and cause a disturbance.

I live on the [REDACTED] floor with my [REDACTED] and have been disturbed on more than one occasion by people from the pub stood outside our flat late at night (which is on a private road) drinking their drinks from the pub and smoking weed.

We live in a quiet residential area and the pub must take steps to make sure their customers are not spilling out into our private estate. They used to have security, but this year is non existent.

Yours sincerely,

[REDACTED]

[REDACTED]

I wish to make a representation with respect to the License Review of

The Fox on The Hill

149-153 Denmark Hill, London SE5 8EH

The current license states that the following are required:

805 - Signage reminding customers to leave quietly shall be prominently displayed within the pub.

This is inadequate and prominent signage (there is a very small sign) is required at the Champion Hill exit. This sign should also explain that any customer found trespassing on to the estate opposite will be on CCTV and barred from returning to the pub.

846 - The front beer garden will be closed to customers at 22.00.

This is mostly adhered to but sometimes customers return to this garden and cause noise nuisance after 10pm and sometimes through to 0100. There is inadequate monitoring of this out of hours activity and residents of Ruskin Park House often have to call to ask the pub staff to remove customers from the garden.

847 - The small car park adjacent to Denmark Hill shall be the designated smoking area after 22.00 each day.

Customers often hang out in the wider car park area and adjacent to Champion Hill between 10pm and closing time, making noise. These customers are not managed and there are no security personnel who are checking the outside areas regularly.

848 - Staff shall keep a log of any noise related disturbance arising from the external areas of the pub. Such records shall be kept for a minimum of 90 days and shall be made available for inspection by any responsible authority.

I would be grateful to know whether this exists and how the pub would know, because there is no regular monitoring of the outside areas.

849 - Staff will supervise the dispersal of customers from 23:00 until all customers have left the premises to ensure that noise from departing customers is kept to a minimum.

This does not happen.

850 - Customers shall be encouraged to depart the pub via the exits closest to Denmark Hill after 22.00.

This does not happen. Customers regularly trespass on to Ruskin Park House estate to two particular areas, take their drinks across, take drugs, and make noise

Our desired mitigations

At a meeting with the pub management and JDW legal representative on 08 August 2024, ten residents of Ruskin Park House were very clear that they would like to see the following mitigations, the first of which we consider of crucial importance:

- More security personnel presence in the front external areas, especially between 10pm and closing time, to ensure that noise and lingering by customers in the external areas is minimised and that customers do not trespass on to Ruskin Park House to drink and take drugs
- CCTV covering the exit from the Fox on to Champion Hill so that drug dealing, drug taking and trespass on to Ruskin Park House estate can be monitored and offenders dealt with by the Fox
- Improved signage at the Champion Hill exit to deter customers from trespassing on to Ruskin Park House
- A WhatsApp enabled phone so that Ruskin Park House residents are able to record and send across instances of anti-social activity whilst they are happening

Appendix – recent resident experience – [REDACTED]

- Repeated groups of young people congregating on the bench on the central garden, making noise sometime till 1 am and being very rude when asked to leave. We now check that they are pub customers through either seeing glasses in their hands or watching them walking back over to the pub. They are often smoking weed.
- Noise from the front garden and car park area after 10pm – either because customers are lingering in the garden or enter it after 10pm, or because when customers leave, they do have a long and loud chat in the car park before doing so
- People parking their cars and playing music from their cars loudly
- People playing music through speakers in the front garden
- People playing live music in the front garden
- People revving their motorbikes at length in the car park
- E-bikes constantly cluttering our pavement. These are definitely Fox customers as we see them going there once the bike has been dumped. Could the Fox have an e-bike area designated? It would help their custom and us!

Date	Issue
Sat 25 05 24	Music from car in Fox car park
Tue 11 06 24	Trespassers on RPH central bench People after hours in Fox garden
Mon 24 06 24	Trespassers on RPH central bench Car alarm in Fox car park
Sat 29 06 24	Trespassers on RPH bench
Sun 14 07 24	Trespassers on RPH bench People smoking weed in full sight of others on Champion Hill Knife incident at Fox – perpetrator on RPH grounds – police attending
Mon 22 07 24	Music from car in Fox car park
Thu 25 07 24	Noise from people not leaving in Fox car park
Fri 26 07 24	Noise from people not leaving in Fox car park
Sun 28 07 24	Musician in Fox garden
Tue 30 07 24	Trespassers on RPH bench
Sat 03 08 24	Musician in Fox garden

From: [REDACTED]
Sent: Saturday, August 3, 2024 9:43 AM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Subject: licensing review no 883605

Dear Sir or Madam,

My name is [REDACTED]
[REDACTED] I am writing this on August 3rd.

I am objecting to the license for the Fox on the Hill Wetherspoons pub. I am objecting because:

- of crime and disorder and related to the pub
- public nuisance related to the pub

Patrons of the pub regularly enter the Ruskin Park House estate, trespassing into public spaces to use and sell drugs. They are clearly visible and aggressive and clearly from the pub, bringing glasses and gold with them.

Patrons of the pub regularly urinate and expose themselves in the Ruskin park house grounds in full view of windows and children. They are also aggressive and intimidating when questioned.

The pub does not provide enough security to stop these people.

Please confirm you received this email if possible.

Best

[REDACTED]

From: [REDACTED]
Sent: Saturday, August 10, 2024 11:01 AM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Subject: Fox on the Hill licence review

Dear Sir/Madam

I am responding as part of the licence review of the JD Wetherspoon pub the Fox on the Hill 149-153 Denmark Hill, London SE5 8EH.

I am a resident of [REDACTED] which is next to the Fox on the Hill. Firstly, I would like to say that the Fox on The Hill is an important community pub, well used and generally well run, and I would like to see the pub continue to operate. It is a large pub and attracts a lot of people particularly in the summer, as it has large gardens. I think it is important that the rights of Ruskin Park House residents to have a quality of life are balanced with the rights of the pub users to enjoy there evening out.

I knew the pub was there when I bought my flat and do not object to a reasonable level of noise during the day and early evening. However, to respect the quality of life of Ruskin Park House residents the noise levels should be actively managed and limited after 10pm.

There have recently been frequent reports of young people who are from the pub using the gardens of Ruskin Park House, as a garden overspill and or to smoke drugs. Ruskin Park House is private property and it is important for the quality of life and security of residents of Ruskin Park House and the pub actively ensure that their clients do not use Ruskin Park House. I think that additional security personnel should be provided by the Fox on the Hill to manage the Champion Hill exit of the car park to ensure as far as possible that their clients do not use the gardens of Ruskin Park House.

Yours faithfully

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
Sent: Sunday, August 11, 2024 10:43 AM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Cc: [REDACTED]

Subject: Licence review application: 883605 (Fox on the Hill pub)

Dear all,

I would like to contribute my thoughts to the current licence review ref: 883605, for the Fox on the Hill pub, Denmark Hill, SE5.

I own a flat in [REDACTED] right next to the pub, and have lived here for [REDACTED] years. When I first moved here, the pub used to cause very few problems: there were not too many noise disturbances, it attracted a pretty standard clientele, and was a nice pub to visit even. In the Covid pandemic, when pubs re-opened in summer 2020, the Fox on the Hill pub quite dramatically expanded its outdoor seating area, to be apparently 'the largest beer garden in London'. There was total carnage and social disorder on the first night of reopening but local residents met with the pub and they addressed the issues by putting on a lot of extra security. Residents were under the impression that the huge expansion of the pub's outdoor table space was to be temporary - just for the pandemic - as no local residents had been consulted on these ultra-rushed plans. I understand that the pandemic was a difficult time for businesses and people socially, but the pub has since then continued to go downhill in the clientele it attracts, and what can be 'got away with' on or around the site of the pub. Two years ago, a pub customer was stabbed in the head in the pub car park by another customer.

The way the pub manages noise disturbances and its security has massively deteriorated since the pandemic:

- The general noise issue day to day is out of hand, with people leaving the pub for cigarettes (post-10pm but before closing time) and being allowed to make as much noise as they want outside the pub.
- Even once the pub closes at night, the staff turn a complete blind eye to what takes place in the pub's car park. As one of the few pubs with a large car park, its pub customers often blast music from their cars parked in the car park or on Champion Hill (our road) in between our block of flats building and the pub. Those are all customers from the pub and it is unacceptable.
- Pub customers regularly now come onto the grounds of our block of flats to urinate, smoke weed, inhale laughing gas balloons, snort cocaine, or do other drugs, so as to not be seen by the pub staff/security. The pub are turning a complete blind eye to this, but it blights the lives of the residents like us that live close to the pub. During the recent Euros football tournament, this occurred **every time that an England game had a brief interval**. Young customers of the pub were (in plain view of its staff and security) sitting on the chain fence of our block of flats and smoking drugs, in quite a few places along the front of our block of flats. The age of some of these young people did not even look to be over 18.

- On the night of the Euro final, the suspected attacker involved in the stabbing incident (separate to the one two years ago) ran straight from the pub grounds onto the grounds of our estate, through our main central garden, to escape what then became a very serious crime scene. I know this first hand as I saw it and spoke at length to the police shortly afterwards. That night needed 12+ police cars of officers, and a police helicopter, involved in a heavy search of the local area. Because of its extensive outdoor space and bad reputation, the pub now attracts a very different clientele from across South London than it did in previous years and it is really affecting the lives of the local residents that live right next to it.

- *Since* the pandemic, the pub seems to have expanded the use of the beer garden quite dramatically, including even a recent giant canopy which was added (again with **no consultation with local residents**) in its back garden, which has made the noise problem of the pub's completely unmanaged customers much greater and all year round, instead of just all the summer months. Again, this further expansion is unacceptable in a residential area. The pub's reputation is now one of cheap drinks, extremely lax security, a huge outdoor area for antisocial behaviour.

Like my fellow residents, I would like the following to be considered:

- Restricting the pub's opening hours at evenings and weekends.
- Limit the time use and capacity of the gardens.
- The canopy at the back of the pub has changed the use of the garden from summers only to year-round. I believe it should be removed as a condition of renewing the licence.
- Imposing restrictions on the use of the car park, perhaps to blue badge holders only, to prevent it becoming a source of antisocial behaviour in itself and discourage the use of polluting vehicles in an area well served by public transport.
- Requiring the increased use of security to ensure that local residents aren't unfairly impacted and the licencing conditions are adhered to.
- Ensure that IDs are routinely checked.
- Ensure that the pub takes greater responsibility for preventing customers trespassing into the grounds of our homes and using them to drink, smoke drugs, urinate and make noise.

Best regards,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Saturday, August 10, 2024 8:11 AM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Subject: FOX ON THE HILL LICENCE REVIEW

FAO Licensing Officer

I understand that local residents have requested a review of the Fox On The Hill's current licence (881989) and would like to lodge a representation.

I live at [REDACTED] the residential estate on the other side of Champion Hill from the Fox. Over the years there have been persistent problems with patrons of the Fox bringing food and drinks over to our gardens and using our property as, in effect, an extension to the Fox's beer garden. If challenged they will often claim our gardens are public land and may become abusive. It is not uncommon to see such Fox customers urinating against our buildings. Additionally, Fox customer use our gardens for the buying, selling and consumption of drugs away from any scrutiny that may exist at the Fox.

I attended a residents meeting with the Fox's management on 08/08/2024 and was not convinced that they take these sort of issues that seriously. Overall, they seemed a little too ready to find reasons why pro-active measures to discourage anti-social behaviour could not be taken.

I believe there should be very clear and prominent signage by the Champion Hill pedestrian exit from the Fox's car park warning that the gardens of the estate opposite are private and must not be used for the consumption of food and drinks by Fox customers. Security staff should be stationed at this point to prevent food and drinks being taken over to our gardens. During periods of lockdown when the beer garden was open this proved effective at reducing nuisance but has since been abandoned. While the Fox has a licence for off sales, I cannot believe this permits its customers to leave its premises with pints of beer and glasses of wine and spirits and drink them in neighbouring gardens.

My name and address are

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thanks

[REDACTED]

From: [REDACTED]
Sent: Sunday, August 11, 2024 11:12 AM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Subject: Licence Review 883605 The Fox On The Hill

Dear Sir/ Madam

Ref. licence review 883605- The Fox On The Hill

I have been a resident of [REDACTED] for [REDACTED] years and a customer of the Fox On The Hill for the same length of time. RPH neighbours the pub.

I write to add my support for a full and strict review of the Fox's licence terms, and a review of the current management.

This is the first occasion on which I have submitted concerns to Southwark Licensing regarding the pub. While I have lived next to the pub for a significant number of years and accept that can bring with it some noise or disturbance, the situation has become considerably worse in recent years, associated with increased utilisation by the pub of its outside spaces (front and rear beer gardens).

My concerns are as follows -

- * Anti-social behaviour is inadequately managed by pub staff and security.
- * Customers making excessive noise in the outside areas, including beer gardens and car park. Customers screaming and shouting. Customers revving car and motorbike engines and playing car stereos loudly. This is disruptive to neighbours in RPH, including myself and is not being managed or controlled.
- * Customers are being allowed to bring drinks over to RPH's private gardens and are congregating causing noise and disruption and creating an unpleasant environment for our residents, including families, children, and the elderly. When challenged these trespassers can often be aggressive.
- * People are leaving the pub/ beer garden to consume drugs off the pub premises - including while trespassing on RPH property.
- * People are leaving the pub premises, typically the garden, to urinate nearby (instead of going in to pub toilets), including trespassing on RPH property to do so. I frequently see this from my flat window. The previous pub manager (Ryan Way) provided Portaloo/ trailers in summer to cater for increased customers in outside areas. The current management no longer does this.
- * Violence/ criminality- there was a significant criminal assault and police activity on the evening of the Euros football final, and which caused disturbance to local residents.

* The previous manager- [REDACTED] managed the pub comparatively well, and liaised effectively and positively with neighbours. The current management who replaced [REDACTED] appear less effective and less capable of managing staff and security resources with a noticeable deterioration in anti-social activity- the events of the Euro final being an example.

* Signage is required at the Champion Hill access point to reinforce to customers that they should not take drinks to or trespass on neighbouring private gardens/property.

* More effective security is required to manage anti-social behaviour in the pub's outside areas at all times of the day.

* Previously [REDACTED] stationed security at the Champion Hill access point, under the current management this is no longer happening.

* Consideration of more effective action by Southwark Council, the police, and pub management to deal with drug use and its anti-social effect upon the neighbouring community.

* Consideration of police presence at evenings and closing times for a period as management/ security appear incapable of managing busy evenings and pub closure.

* Consideration of reducing the pub's late night hours until such time as it is demonstrated closure can be managed safely and without impact to the neighbouring community.

* Consideration of reducing the beer garden closing hours until management of this space in the evenings can be demonstrated. The use of the garden has increased considerably in recent years (previously drinks and food were not served in the garden), but this needs significant resource to ensure the garden is used in a way which does not cause disturbance to locals.

The Fox On The Hill could be a great pub, and a great community asset, but I am concerned that the failure of the pub management and of Southwark Licensing to tackle anti-social behaviour is adversely affecting Southwark residents in neighbouring properties. I value having a pub nearby, but much needs to be done to get it back to a standard of decency. I look forward to seeing improvement in the coming weeks.

Yours sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Thursday, August 1, 2024 9:55 AM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Cc: [REDACTED]
[REDACTED]

Subject: Licence Application 883605 Fox on the Hill
Sensitivity: Confidential

Dear Sir or Madam,

I am writing regarding the licence application number 883605 for the Fox on the Hill on Denmark Hill, SE5. I have serious concerns around how the pub is managing its customers, which is causing problems for local residents.

I am a resident of Ruskin Park House, which is adjacent to the pub and have lived here for almost [REDACTED] years. When I bought my flat I was aware that it was next to a pub, so expected a bit of noise in the evenings and weekends, however in recent months the issue seems to be getting more and more out of hand. I would see myself as generally a laid back resident, who uses the pub from time to time, however I feel that in recent months in particular it is a real problem.

After COVID, the pub hugely increased the provision of tables in the garden, which was understandable at the time, however it seems to have generated a focus on the pub as an outdoor drinking free-for-all. There is now a large canopy which covers most of the back garden. Immediately after COVID, there was a strong security presence to ensure customers weren't existing via the Champion Hill side, as it is residential. They were also strict about closing the garden promptly at 10pm (I believe).

This summer in particular, people seem to be using the garden until much later. Customers are routinely existing via Champion Hill and coming onto the private grounds of Ruskin Park House to smoke cannabis or urinate (sometimes carrying their drinks with them) before returning to the pub. Some of these customers look very young, and I wonder whether the pub is properly ensuring that only over 18s are buying drinks.

As one of the few pubs with a large car park, we also have the issue of customers sitting in their cars with loud music playing.

Things came to a head when it was the recent Euros final. The pub had a screen up in the garden. It was really full and really noisy. To some extent I was understanding. However, when the football finished, there was no attempt to clear the pub. There was a lot of noise and antisocial behaviour, such as customers coming onto the grounds of Ruskin Park House. At one point my husband was looking out of the window because of what sounded like a fight. He then saw one of those involved in the fight run into our grounds, looking very suspicious. Lots of police arrived and he discovered someone had been stabbed.

I feel like the pub's reputation is now one of cheap drinks and late night opening with a huge garden. This seems inappropriate in a residential area.

I would like the committee to consider:

- Restricting the pub's opening hours at evenings and weekends.
- Limit the time use and capacity of the gardens.
- The canopy at the back has changed the use of the garden from summers only to year-round. I believe it should be removed as a condition of renewing the licence.
- Imposing restrictions on the use of the car park, perhaps to blue badge holders only, to prevent it becoming a source of antisocial behaviour in itself and discourage the use of polluting vehicles in an area well served by public transport.
- Requiring the increased use of security to ensure that local residents aren't unfairly impacted and the licencing conditions are adhered to.
- Ensure that IDs are routinely checked.
- Ensure that the pub takes greater responsibility for preventing customers trespassing into the grounds of our homes and using them to drink, smoke drugs, urinate and make noise.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]