



**North Tyneside Council**

# Licensing Sub Committee

28 January 2021

**Thursday, 4 February 2021** This meeting will be held remotely via Teams - Remote Meeting **commencing at 11.00 am.**

<b>Agenda Item</b>	<b>Page</b>
1. <b>Appointment of Chair</b>  The Sub-Committee to appoint a Chair for this meeting.	
2. <b>Procedure for Licensing Act Hearings</b>  To note the procedure for hearing and determining an application for a review of a Premises Licence	<b>3 - 8</b>
3. <b>How Do You Do, Hudson Street, North Shields (Tynemouth Ward)</b>  To consider an application for a review of the Premises Licence.	<b>9 - 218</b>

**Circulation overleaf ...**

Members of the public are entitled to attend this meeting and receive information about it. North Tyneside Council wants to make it easier for you to get hold of the information you need. We are able to provide our documents in alternative formats including Braille, audiotape, large print and alternative languages.

### **Members of the Licensing Sub Committee**

Councillor Linda Darke  
Councillor Tommy Mulvenna

Councillor Davey Drummond

## LICENSING ACT 2003

### NORTH TYNESIDE COUNCIL

#### PROCEDURE FOR VIRTUAL HEARING OF AN APPLICATION FOR REVIEW BEFORE THE LICENSING SUB-COMMITTEE (“the Committee”)

The four licensing objectives, as set out in the Licensing Act 2003, are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm.

Each application that comes before this Committee will be treated on its own merits, and this Licensing Authority will take its decision based upon:

- The merits of the Application
- The promotion of the four licensing objectives
- The statement of Licensing Policy of North Tyneside Council
- The guidance issued by the Secretary of State for Culture, Media and Sport on under Section 182 of the Licensing Act 2003.

#### **The Procedure of the Committee is as follows:-**

1. The Chair will open the hearing and will ask all persons involved in the hearing to identify themselves. The Chair or Legal Adviser will then explain the procedure to be followed at the hearing.
2. The Committee will then consider any request made by a party under regulation 8(2) of the Licensing Act 2003 (Hearings) Regulations 2005 for permission for a person to attend as a witness on his/her behalf.
3. The Licensing Officer will present a report to the Committee outlining the application, any relevant representations and the relevant sections of the Council’s Statement of Licensing Policy and the statutory guidance.
4. Clarification on any aspect of the report may be sought by:
  - a) Members of the Committee
  - b) the Applicant
  - c) Responsible Authorities
  - d) Other Persons
  - e) Licence/Certificate Holder.
5. The Applicant will be invited to address the Committee about the application for review, indicating why they consider the issues they have raised to be relevant to one or more of the licensing objectives and sufficient to warrant a review of the premises licence/certificate.

6. If an Applicant has obtained prior permission to call a particular witness, then they may call that witness.
7. Relevant questions of the Applicant may be asked by:
  - a) Members of the Committee
  - b) Responsible Authorities
  - c) Other Persons
  - d) Licence/Certificate Holder.
8. Responsible Authorities will be invited to address the Committee, indicating why they consider the issues raised to be relevant to one or more of the licensing objectives and sufficient to support the application for a review of the premises licence/certificate. If a Responsible Authority has obtained prior permission to call a particular witness, then they may call that witness.
11. Relevant questions of the Responsible Authority may be asked by:
  - a) Members of the Committee
  - b) Applicant
  - c) Other Responsible Authorities
  - d) Other Persons
  - e) Licence/Certificate Holder.
12. Each of the Other Persons who have made representations will be invited to address the Committee about the application, indicating why they consider the issues raised to be relevant to one or more of the licensing objectives and sufficient to support the application for a review of the premises licence/certificate.
13. If any of the Other Persons have obtained prior permission to call a particular witness, then they may call that witness.

Note: In order to avoid repetition and to expedite proceedings at the hearing, objectors within the same group of Other Persons are encouraged to appoint an agreed spokesperson to address the Committee.

14. Relevant questions of the Other Person may be asked by:
  - a) Members of the Committee
  - b) Applicant
  - c) Responsible Authorities
  - d) Other Persons
  - e) Licence/Certificate Holder.



15. The Licence/Certificate Holder or their representative will be invited to address the Committee.
16. If the Licence/Certificate Holder has obtained prior permission to call a particular witness, then they may call that witness.
17. Relevant questions of the Licence/Certificate Holder may be asked by:
  - a) Members of the Committee
  - b) Applicant
  - c) Responsible Authorities
  - d) Other Persons
18. The Chair will invite each party to make a brief closing statement. Parties should ideally take no longer than 10 minutes to make their closing statement. Parties will be invited to sum up in the following order:
  - a) Applicant
  - b) Responsible Authorities
  - c) Other Persons
  - d) Licence/Certificate Holder.
20. The Chair will ask all parties if they are satisfied that they have said all they wish to.
21. The Committee will retire in private to consider the application and make its determination. The Legal Adviser will be present to ensure that all matters of law, evidence and procedure are adhered to appropriately but will not take part in the decision.
- 22.1 In considering any representations or a notice made by any party, the Committee may take into account documentary or other information produced by a party in support of their application, representations or notice (as the case may be) either before the hearing or, with the consent of all the other parties, at the hearing.
- 22.2 The Committee shall disregard any information given by a party or by any person to whom permission to appear at the hearing is given by the Committee, which is not relevant to:
  - (i) their application, representations or a notice (as the case may be) or, in the case of another person, the application, representations or notice of the party requesting their attendance; and
  - (ii) the promotion of the licensing objectives or, in relation to a hearing to consider a notice given by a chief officer of police, the prevention of crime and disorder licensing objective.

**NB** Parties are reminded that any documentary or other information or evidence they wish to produce in support of their application or representation must have been disclosed to all parties prior to the hearing taking place. **Late representations, documents or evidence will only be considered with the agreement of all parties present.**

23. The parties to be advised of the Committee's decision, including reasons for the decision in writing in accordance with statutory requirements. The decision letter will include the reasons for the decision, and any conditions placed upon the licence and the licensing objective(s) they relate to. The notification of decision will include information on a party's right to appeal against the Committee's decision.

## **General Matters**

### **1. Expectations on parties**

(a) The Licensing Authority expects all parties to a hearing to endeavour to address any issues openly and to work towards an amicable resolution, if at all possible, prior to the hearing taking place.

(b) All parties will be expected to:

- (i) demonstrate which of the four licensing objectives are addressed in relation to each of the issues they wish to raise at the hearing;
- (ii) draw to the Committee's attention any relevant aspects of the National Guidance or local Statement of Licensing Policy which they also consider are particularly relevant to the Committee's consideration of the issues the party(ies) has/have raised.

### **2. Agreement that a hearing is unnecessary**

A Licensing Authority can dispense with holding a hearing if all persons concerned (Applicants and parties raising a representation) give notice to the Licensing Authority prior to the hearing date that they consider it unnecessary.

Where all such persons have given such notice, and the Licensing Authority agrees that a hearing is unnecessary, the Licensing Authority will give notice to the parties that the hearing has been dispensed with.

### **3. Failure of parties to attend**

The hearing may proceed in the absence of any party who has informed the Licensing Authority that they do not intend to attend or be represented at the hearing.

If a party fails to attend or be represented at a hearing without notifying the Licensing Authority, the Committee may adjourn the hearing to a specific date if it considers it to be in the public interest to do so, or alternatively may proceed with the hearing in the party's absence. In the interests of the other parties, costs and efficiency, hearings will generally proceed notwithstanding the absence of any party (including the Applicant).

Where it is decided to proceed in a party's absence, all notices and representations received from the absent party will be considered by the Committee.

If, in exceptional circumstances, a decision is made to adjourn a hearing, all parties will be advised of the date, time and venue to which the hearing has been adjourned.

**4. Questioning of parties**

The Licensing Authority will generally allow all parties to ask questions of another party present, but this decision will be taken on a case by case basis and in some exceptional circumstances (a reason will be given) questioning may be prohibited.

**5. Further clarification**

When addressing the Committee each party shall respond specifically to any points of which it received notice (with the Notice of Hearing) upon which the Committee was seeking clarification.

**6. Questioning by Legal Adviser**

The Legal Adviser to the Committee may ask questions on behalf of, or in addition to, the Committee Members themselves.

**7. Hearsay evidence**

Hearsay evidence will be admissible provided that it is relevant. The weight to be attributed to hearsay evidence will be a matter for the Committee.

**8. Persons behaving in a disruptive manner**

The Committee has the right to exclude any person disrupting the hearing, at their discretion. The Committee can refuse to allow that person to return or, alternatively, may permit him/her to return on such conditions as the Committee may decide. Any person required to leave the hearing may, before the end of the hearing, submit to the Committee in writing any information which they would have been entitled to give orally had they not been required to leave.

**9. No decision-making by Ward Members**

A Member of the Licensing Committee shall not be entitled to participate in any decision-making in relation to any licensing application concerning premises in the Ward for which he/she serves as Councillor.

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## REPORT

**Meeting/  
Decision  
Maker(s)** Licensing Sub-Committee

**Date:** 4 February 2021

**Report by:** Gary Callum  
Licensing Officer  
Licensing Section  
☎ 643 6904

**Contact  
Officer(s):** Gary Callum  
Licensing Officer  
Licensing Section  
☎ 643 6904

**Title of  
Report:** Licensing Act 2003 Application  
How Do You Do  
Hudson Street  
North Shields  
NE30 1JS

**Ward(s):** Tynemouth

### **1.0 Summary / Purpose of Report**

#### **1.1** Licensing Sub-Committee

The Licensing Act 2003 provides that, where an application has been received in respect of the review of a premise licence, a hearing must be held to consider it. Sub-Committees have been established in accordance with provisions of the Act for the purpose of hearing such applications.

**1.2** The Sub-Committee is asked to consider and determine an application from The Chief Officer of Northumbria Police for the review of a Premises Licence for How Do You Do, Hudson Street, North Shields held by DD Investments Limited.

**1.3** The applicant has been invited to attend the meeting to put forward their case in support of the review application. The premises licence holder has also been invited to attend the meeting.

## 1.4 Representations from Responsible Authorities and Other Parties

The applicant for a review is required to forward copies of the application to Local Planning Authority, Environmental Health Authority, Health and Safety Enforcement Agency, Licensing Authority, The Local Weights and Measures Authority, Director of Public Health, Fire Authority, the Local Safeguarding Children Board and Home Office Immigration Department with a view to any of these Responsible Authorities making a supporting representation if deemed appropriate.

In addition, the application has been advertised by the Licensing Authority at the premises, the main offices of the Council and on the Council website as prescribed.

Representations have been received from other parties and are appended to this report at **Appendix 5**.

## 1.5 Authority to make decisions

In relation to an application for the review of a premise licence the Licensing Sub-Committee can, under the Licensing Act 2003:

- Modify the conditions on the licence
- Exclude a licensable activity from the scope of the licence
- Remove the Designated Premises Supervisor
- Suspend the licence for a period of not more than three months
- Revoke the licence

Once the Sub-Committee has reached a decision, the decision and reasons for the decisions must be given in accordance with the Licensing Act 2003 and the Licensing Act 2003 (Hearings) Regulations 2005.

## 2.0 Background

This report relates to an application by the Chief Officer of Northumbria Police for the review of a premise licence for How Do You Do, held by DD Investments Limited.

The application for review and supporting information are attached at **Appendix 1**, plan of the premises is attached at **Appendix 2** and a map of the area is attached at **Appendix 3**. The current premise licence is attached at **Appendix 4**.

## 2.1 The Application for the Review of a Premise Licence under Section 51 of The Licensing Act 2003

The Application for the review of the premise licence is made pursuant to Section 51 of the Licensing Act 2003 and the relevant Section of the Act dealing with the determination of such an Application is contained in Section 52 of the Act. The grounds for the review are the prevention of crime and disorder.

## 2.2

The current premise licence in respect of How Do You Do permits the following:

### 1. **Supply Alcohol** (for consumption on and off the premises)

- Sunday to Thursday 11:00 to 00:00
- Friday and Saturday 11:00 to 01:00

### 2. **Provision of Facilities for Dancing and Making Music, Performance of Live Music, Playing of Recorded Music and Provision of Entertainment of similar description to Live Music, Recorded Music or Performance of Dance.**

- Monday to Thursday 19:00 to 23:00
- Friday 19:00 to 00:00
- Saturday 14:00 to 00:00
- Sunday 14:00 to 23:00

### 3. **Late Night Refreshment**

- Monday to Thursday 23.00 to 23.30
- Friday and Saturday 23:00 to 00:30

### 4. The **opening hours** of the premises are

- Sunday to Thursday 09.00 to 00.30
- Friday and Saturday 09:00 to 01:30

## 3.0

### **The Representations**

The Authority has received eight representations from other persons in support of the application brought by The Chief Officer of Northumbria Police. Fifteen representations were also received in support of the Premises Licence Holder and of these, five representations were considered relevant to the licensing objectives and they have been issued with a Notice of Hearing. Those individuals whose representations were not considered relevant to the licensing objectives were advised of this and given the opportunity to re-submit their representation.

## 4.0

### **The Parties**

The Parties to the hearing will be:

1. The Applicant – The Chief Officer of Northumbria Police
2. Premise Licence Holder.

## 5.0

### **For consideration**

The areas for consideration by the Licensing Sub-Committee are:

- Application for the review of a premise licence for How Do You Do, held by DD Investments Limited.

## **6.0 The North Tyneside Council Statement of Licensing Policy**

The Sub-Committee's attention is drawn to the relevant part of the Policy, Sections 10.1 – 10.5 Crime and Disorder.

## **7.0 The Revised Guidance issued under Section 182 Licensing Act 2003**

The Sub-Committee's attention is drawn to the relevant parts of the Revised Guidance issued under S182 Licensing Act 2003 - Licensing Objectives Chapter 2, Section 2.1 to 2.6 and Reviews, Chapter 11.

## **8.0 For Decision**

The Sub-Committee is asked to determine the application in whatever way it sees fit.

## **9.0 Associated Papers**

Appendix 1 – The application for the Review of a Premise Licence together with supporting information.

Appendix 2 – Plan

Appendix 3 – Map

Appendix 4 – Current Premise Licence

Appendix 5 – Relevant Representations

## **10.0 Background Information**

The following background papers have been used in the compilation of this Report and are available for inspection at the offices of the authors of the Report:

North Tyneside Council Statement of Licensing Policy

The Licensing Act 2003 and Regulations

Revised Guidance issued under Section 182 of the Licensing Act 2003 from the Home Office

Delegation Scheme – Licensing Committee 7 February 2005



## **APPENDIX 1**



# North Tyneside Council

## Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

### PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I Northumbria Police

(Insert name of applicant)

**apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)**

### Part 1 – Premises or club premises details

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> How Do You Do Hudson Street North Shields	
<b>Post town</b> Newcastle upon Tyne	<b>Post code (if known)</b> NE30 1JS
<b>Name of premises licence holder or club holding club premises certificate (if known)</b> DD Investments Limited	
<b>Number of premises licence or club premises certificate (if known)</b> OOCK/15/2282	

### Part 2 - Applicant details

I am

**Please tick yes**

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below) ☐
- 2) a responsible authority (please complete (C) below) ☒
- 3) a member of the club to which this application relates (please complete (A) below) ☐

**(A) DETAILS OF INDIVIDUAL APPLICANT** (fill in as applicable)

**Please tick**

Mr ☐

Mrs ☐

Miss ☐

Ms ☐

Other title  
(for example, Rev)

**Surname**

**First names**

**I am 18 years old or over**

**Please tick yes**

☐

**Current postal  
address if  
different from  
premises  
address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address  
(optional)**

**(B) DETAILS OF OTHER APPLICANT**

**Name and address**

**Telephone number (if any)**

**E-mail address (optional)**

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address Chief Inspector Amanda Dumighan : Northern Area Command Wallsend police station Middle Engine Lane Wallsend NE28 9NT
Telephone number (if any) 101
E-mail address (optional) @northumbria.pnn.police.uk

**This application to review relates to the following licensing objective(s)**

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

<input checked="checked" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**Please state the ground(s) for review** (please read guidance note 1)

**Northumbria Police request a review of the premises licence on the grounds of crime and disorder.**

Northumbria Police respectfully request under the Licensing Act 2003 (Hearings) Regulations 2005, specifically Regulation 14 (2), that the public are excluded from the proceedings (or part of the proceedings). The police intend to show a DVD of Body Worn camera images (BWC) from Police Officers who attended the incident, namely an assault, on 15 August 2020. The Police believe it would not be in the public interest for the public to be present, at least while the DVD is being shown.

How Do You Do public house is a large premises situated in a residential street. The premises have several neighbouring residential properties some of which are occupied by elderly persons. The current Premises License holder is DD Investments Limited and the Designated Premises Supervisor is KENAN OZKAN. Inspector Nicola Seymour has met both Mr OZKAN and the owners due to concerns raised about the location which the Inspector details below.

Over the last three months Northumbria Police have seen a significant amount of incidents being reported in relation to How Do You Do public house and its customers. The incidents amount to a large rise in crime and disorder occurring at the property and nearby areas.

The recent history of anti-social behaviour, disorder and crime linked to the

premises is detailed below. This history is compiled from police records and databases. Some of the content therefore relies on hearsay evidence as it would not be practical to call every original contributor to those databases.

For further details on the incidents, please refer to the statement of Inspector Seymour.

### **RECORDED INCIDENTS**

#### Incident 737 8<sup>th</sup> May 2020 1610 hours.

An anonymous report was received that alcohol was being handed out to people arriving at the location with containers. This report did not identify any breaches of COVID regulations but due to the information a joint visit was made to the location by Neighbourhood officers and the local authority.

#### Incident 584 24<sup>th</sup> June 2020 1314 hours.

A local resident reported a breach of COVID regulations. They reported that the premises was open, 30 persons present spilling onto the street, being served draught lager and music playing. They reported speaking to the licensee who had stated they would "sort it". Police attended at 1337 hours and found a few adults in the area but not the numbers as reported. Advice was given to these adults.

#### Incident 1053 24<sup>th</sup> June 2020 1758 hours.

Another local resident reported the premises being open for business with several persons drinking inside. They voiced further concerns about the car park being full and people coming in and out of location. At 1952 hours an officer attended and found people outside but no one in the premises.

#### Incident 1101 26<sup>th</sup> June 2020 1824 hours.

A local resident reported a large amount of persons outside the location consuming alcohol which had been purchased from the door of the location. A local neighbourhood officer attended and found persons socially distanced and drinking responsibly.

#### Incident 214 4<sup>th</sup> July 2020 0838 hours.

A police generated incident to record engagement activity with licensed premises on the weekend of opening after lockdown. At 1551 hours, officers reported a large group of 25+ males outside the location under the influence. They had concerns about the potential this group may cause later trouble.

#### Incident 1076 4<sup>th</sup> July 2020 2048 hours.

A local Neighbourhood officer reported being contacted by the licensee who had reported trouble with customers. Police attended and the bar was cleared and due to concerns about the clientele further service was stopped. The licensing officer was made aware of the incident.

#### Incident 539 7<sup>th</sup> July 2020 1339 hours.

A local resident contacted the police to discuss their concerns about anti-social behaviour and the conduct of the licensee. The resident was spoken to via telephone and advice was provided. His concerns were reported to the Neighbourhood team.

Incident 873 18<sup>th</sup> July 2020 1744 hours.

A local resident contacted police to report that the location was busy inside and that 20 persons were now drinking on the street as the outside area was full. The resident stated that she was intimidated by the behaviour. Unfortunately there were no available police resources to attend. The local authority CCTV control were asked to monitor the location.

Incident 0870 15 August 2020 1751 hours.

Staff at location requested a police "walk through" as two customers had been arguing inside the location. Further call received from a local resident reporting persons drinking outside in large groups. She further reported an aggressive male and lots of shouting. No resource was available to attend. The resident was re-contacted and reported that the male had left.

Incident 1127 15<sup>th</sup> August 2020 2111 hours.

Staff contacted police to report a large fight outside the location. Numerous further calls were received from residents reporting between 25-40 males fighting in the street. One male was seen to be unconscious on the floor. Police attended by which point the majority of males had dispersed from the area. At 2138 hours the licensee made the decision to shut the bar. Officers entering the location reported excess customers and no social distancing in place. The officers described the bar as packed with nearly every room full with persons standing shoulder to shoulder. As a result of the incident a crime of affray was recorded. Body Worn Camera (BWC) footage attached as a DVD. A statement from the Sgt who attended the incident is also attached. A statement from a resident about this incident is also attached.

**OTHER MATTERS OF INTEREST.**

5<sup>th</sup> July 2020 – The location was visited by Sergeant Banks (Neighbourhood Sgt) to discuss issues of anti-social behaviour and overcrowding and the negative issues this caused for residents. OZKAN was reminded of police powers to close premises. He was provided with advice and support on how to prevent issues and encouraged to employ door staff.

8<sup>th</sup> July 2020 – Inspector Seymour held a meeting with the Police licensing officer, owners of How Do you Do and DPS OZKAN to discuss the issues which had occurred on 4<sup>th</sup> July 2020 (opening night). It was acknowledge that the premises had been cleared by the Police at the request of the DPS, however, this request was too little too late. It was agreed at the meeting that the DPS would ensure to have a member of staff outside to control the outside area.

28<sup>th</sup> July 2020 – Mr Neil Kirkpatrick, licensing officer for the Police, held a multi-agency meeting to discuss the Anti-social behaviour issues linked to the location. The DPS reported that they had door staff on duty during Friday and Saturday nights with a Challenge 25 policy. OZKAN was shown CCTV and photographs taken by local residents.

On the 17<sup>th</sup> August 2020 Mr Kirkpatrick, telephoned the owners of How Do You Do, to have a conversation about the recent incident (15<sup>th</sup> August 2020) at the premises. The level of violence that was seen by residents, and the amount of Police officers it had taken to control and remove patrons from the premises. The owners were requested to remove Mr Ozkan as DPS as there was a

potential risk of a review of their premises licence if Mr Ozkan remained the DPS. The owners requested a little time to think about the situation. Mr Kirkpatrick informed the owners he would call again the next day (18<sup>th</sup> August 2020) at 10am. Mr Kirkpatrick called the owners on the date and time, with no answer, a text message was sent at 10:10am, still no answer. To the date of this review document there has been no contact from the owners of How Do You Do, to Mr Kirkpatrick.

Northumbria Police are extremely concerned at the escalating incidents at the premises and the apparent lack of control both the owners and specifically the DPS have in relation to the premises. There has been a significant rise in anti-social behaviour at and linked to the premises. Northumbria Police have attempted to engage with the owners and DPS to resolve matters however there has been limited improvement over the last 4-5 months.

For this reason Northumbria Police request a review of the premises with the recommendation that revocation is seriously considered. If the Licensing committee are not minded to revoke the premises licence, Northumbria Police would request that the following are considered as a starting point.

1. the DPS is removed,
2. the hours for the supply of alcohol to terminate at 22:00 hours every day including any non-standard timings.
3. Any and all hours for entertainment to terminate at 22:00 hours every day; i.e. music, dancing, recorded music, live music.
4. The opening hours to terminate 22:30 hours every day, including any non-standard timings.
5. Late night refreshment to be removed.

It is also requested that conditions are attached to the licence, with regard to;

1. CCTV inside and outside covering any outside area utilised by premises,
2. comprehensive staff training,
3. any outside area under the control of the premises will not be utilised after 21:00 hours on any day,
4. a challenge 25 policy is instigated,
5. a noise limiting device, not to disturb any neighbouring property,
6. signage requesting customers to leave quietly,



**Please provide as much information as possible to support the application**  
(please read guidance note 2)

Please see attached statement of Sergeant Rutherford.

In addition, Northumbria Police have been provided with a number of emails sent to Cllr Bartolli from residents raising concerns regarding How Do You Do. These are provided as part of the review application.

**Please tick yes**

Have you made an application for review relating to this premises before ☐

If yes please state the date of that application

Day Month Year

--	--	--	--	--	--	--	--

**If you have made representations before relating to this premises please state what they were and when you made them**

Please tick yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☒
- I understand that if I do not comply with the above requirements my application will be rejected ☒

**IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**Part 3 – Signatures** (please read guidance note 3)

**Signature of applicant or applicant's solicitor or other duly authorised agent** (See guidance note 4). If signing on behalf of the applicant please state in what capacity.

Signature

*Annast DUNIGAN*  
 — CHIEF INSPECTOR 7987.

Date

*11 / 12 / 2020*

Capacity

*CHIEF INSPECTOR NORTHERN AREA Command, NORTHUMBRIA Police*

**Contact name (where not previously given) and postal address for correspondence associated with this application** (please read guidance note 5)

Mr N Kirkpatrick  
 Northern Area Command  
 Wallsend Police Station  
 Middle Engine lane  
 Wallsend

**Post town**

Newcastle upon Tyne

**Post Code**

NE28 9NT

**Telephone number (if any) 101**

**If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)** neil.kirkpatrick.5588@northumbria.pnn.police.uk

**Notes for Guidance**

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.





**VERA BAIRD**  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA**  
**POLICE**  
Proud to Protect

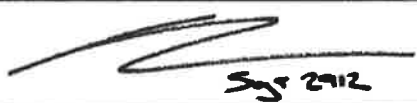
## Witness Statement CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of: Sergeant 2912 Rutherford URN           

Age if under 18: over 18 (if over 18 insert 'over 18') Occupation: Police Officer

This statement (consisting of 1 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature:

  
**Sgt 2912**

PRINT NAME: Sergeant 2912 Rutherford

Date 28 / 08 / 2020

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am Police Sergeant 2912 Rutherford, currently based at Northern Area Command HQ on Middle Engine Lane in Wallsend.

I was on duty, in uniform, on 15th August 2020. Around 21.11 hours I heard the control room pass details of an incident at the 'How Do You Do' public house on Hudson Street, in North Shields.

The report was of a number of males fighting outside the premises, possibly armed with glass bottles. A number of other calls were made by members of the public reporting the same. An Ambulance had been called and NEAS (North East Ambulance Service) control had asked that attending officers update when it was safe for the Ambulance to approach.

Myself and A/Sgt 3097 Wilson began making our way to the incident.

Whilst on route, PC 2929 Lawton updated over the air that large numbers of people were present at the premises and walking away through the surrounding streets.

As we were driving along George Street, North Shields I noticed multiple groups of people walking away from the premises. I would there were in excess of 60 people just on George Street.

As we approached the premises there were still a number of people outside and upon entering the premises contained a large number of people.

I spoke to a member of door staff at the main entrance and asked how many people had been in - he replied saying 'I have no idea'.

I spoke to the designated premises supervisor, Kenan Ozkan inside the premises. I asked him how many people he had allowed into the premises and he replied stating 'I dunno'.

Mr Ozkan stated that due a fight outside he had allowed people into the bar for their safety. I did not find this to be a plausible account - it was clear from the updates given to me by my officers that there had been hundreds of people present.

I looked at the track and trace book by the main entrance - there were between 30 and 40 entries in it. When I queried this with staff they stated that each one could represent a group of up to 6 people. This would still not account for the number of people present.

Residents from nearby properties had informed my team that these large scale gatherings were a regular occurrence.

Following our discussion Mr Ozkan informed me that he had decided to close the bar for the evening. We maintained a presence until everyone had left the premises.



**WITNESS STATEMENT**

CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

URN **10** **U5** **20**

Statement of: [REDACTED]

Age if under 18: over 18 ..... (if over 18 insert 'over 18') Occupation: [REDACTED]

This statement (consisting of 1 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date 06.09:20

Tick if witness evidence is visually recorded (supply witness details on rear)

I am the above named person and I reside at an address known to the police I have lived at this address for the past 11 years .

At approx. 2110 hrs on Saturday the 15<sup>th</sup> August 2020, I was with my partner when we heard a large commotion in the street namely Hudson Street, North Shields. A Large group of mostly males and a couple of females aged late teens/ twenties had left the How Do You do Public House, situated at this location and were starting to fight between each other. I estimated about 10-20 people that I could see at this time. It was clear from their behaviour and actions that they had been drinking alcohol, some of the people were clearly worse for wear than others and unsteady on their feet one male was seen to have taken his top off.

It was as a result of this behaviour that I contacted Northumbria Police to advise them that they needed to attend the scene immediately as it was getting worse, I was genuinely concerned that someone was going to get seriously hurt, whilst on the call one male is placed into a head lock and choked out, his arms drop and he appeared to be unconscious and at this stage he is chuckled over and strikes his head on the ground. After this I couldn't see the male move at all, he was being looked after by some of the group involved. I was very concerned for this male he wasn't moving initially, he appeared to have blood on his head. This incident did not stop the group of males continuing to push and shove each other. A short time later the I saw the male who was previously unconscious was back on his feet

I remained on the phone to the police and the group started to move back towards the front door/ entrance area to the public house. The males again started fighting between each other and there was approx. 10 plus involved in this incident with a large group scattered around the remaining area. This whole incident lasted several minutes and still police hadn't arrived.

The police did turn up and disperse the groups up.

This incident made me fearful of what could have happened this behaviour is out of order, the situation makes people fearful of going outside their property and fearful of trying to intervene of even contact the police for fear or reprisal from them or the pub owners for reporting incidents to police [REDACTED]

Signature: [REDACTED]

Signature witnessed by: [REDACTED]





## Neil Kirkpatrick 5588

---

**From:** Lewis Bartoli  
**Sent:** 14 December 2020 10:27  
**To:** Neil Kirkpatrick 5588  
**Subject:** statement re: HDYD pub

**Follow Up Flag:** FollowUp  
**Flag Status:** Flagged

I am Lewis Bartoli and I am a Councillor for the Tynemouth Ward which covers the area around the how do you do pub. I was first made aware of problems between residents and the property around the beginning of 2019 as I was either directly receiving or being copied into numerous emails from residents surrounding the pub who were complaining about excessive noise, anti-social behaviour, drug use, and criminal damage associated with the property.

These complaints continued into and throughout 2020 and the first lockdown and climaxed following the reopening of the pubs. During the warm weekends following lockdown I was receiving several emails a day from residents in all the surrounding streets about noise and anti-social behaviour.

The situation became so bad that I arranged an open-air public meeting to allow residents to air their views and see if a solution could be sought.

The meeting was run by myself, another Councillor and two assistants and between 40 to 70 people attended. Sadly a police presence was also required as I had received a threatening phone call all the day before from someone claiming to be a friend of the licence holder.

There were also so approximately 10 people who attended to represent the interests of the pub, however their presence was more intimidating and disruptive than it was collaborative.

Following the public meeting I met the licence holder and the owner of the pub in the property to see if solutions could be found to allow the pub to operate profitably without the negative effects on the surrounding residents. The meeting was cordial and useful and the licence holder, Keenan was keen to find solutions but also felt victimised.

The following weekend I visited the pub and sat in my car until approximately midnight to see if the measures taken by Keenan which included use of door staff and closing the outside seating at 9 were working. It was clear that despite the best efforts of Keenan and the staff, the pub was attracting a very youthful, noisy and disruptive clientele which was inappropriate for a village pub so close to residential properties. Since my visit complaints have continued and resulted in many calls and emails to police and Council and unfortunately only the closure of the pub for lockdown has stopped the problem.

Any licensed property this close to people's homes will always be problematic however the operator has to recognise the constraints and work within them. The current licence holder is operating the kind of premises which is more suited to a city centre bar. The bar needs to work in and with its environment and this business currently is not.

To reduce issues with residents I would suggest reducing the time at which the pub can be open in the evening and a time restriction on the use of the outside area.

Many Thanks

## **Cllr. Lewis Bartoli**

**E:** \_\_\_\_\_

**T:** \_\_\_\_\_

**FB:** \_\_\_\_\_

**A:** \_\_\_\_\_

## Helen Thompson 9776

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:05  
**To:** Helen Thompson 9776  
**Subject:** FW: How do you do Public house 6/05/20 1600  
**Attachments:** IMG\_1468.jpeg; e3ed744e-9688-4842-a814-76ceec6ce755.jpg; IMG\_1467.jpeg

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern  
Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

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**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:08  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: How do you do Public house 6/05/20 1600

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

**FB:** lewis4tynemouth

A: [REDACTED]

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

**From:** Lewis Bartoli <[REDACTED]>  
**Date:** Thu, 7 May 2020 at 07:42  
**Subject:** Fwd: How do you do Public house 6/05/20 1600  
**To:** Mark Mennim 739 <[REDACTED]>, Northern North Shields NPT  
Mailbox <[REDACTED]>

Hi I have received the following emails about the How do you do pub in Hudson Street. I am very concerned if this is correct.

*Dear all,*

*I am bringing your attention to a total disregard to the Licensing Laws in North Tyneside that have come into effect to deal with Public Health and the Corona virus.*

*How do you do Public house 6/05/20 1600 Hrs Drinking outside to front of the Premise whilst in plain sight.*

*I could not quite believe my eyes ...!!!!!!!*

*Please can please move to stop the unlawful behaviour of the Manager and staff of the of the Public House "How Do you Do pub" in North Shields as soon as possible.*

*There has been a previous Lock in with the "How do you do Pub " Between the 5pm and 6:30 Monday March 30th with the Manger car seen in car park within the building. 6 others were drinking and I have already log the call as anonymous with 101. Picture attached*

*I enclose photographs taken at the time.*

*Kind Regards*



*Good afternoon Lewis,*

*Photographic evidence from my neighbour illustrating the total lack of regard from the applicant at HDYD for the Covid-19 status.*

*Clearly been seen drinking using pint glasses and drinks provided by the premises.*

*The gathering of people occurs daily, sometimes more obvious than other days.*

*The premises should be shut down.*

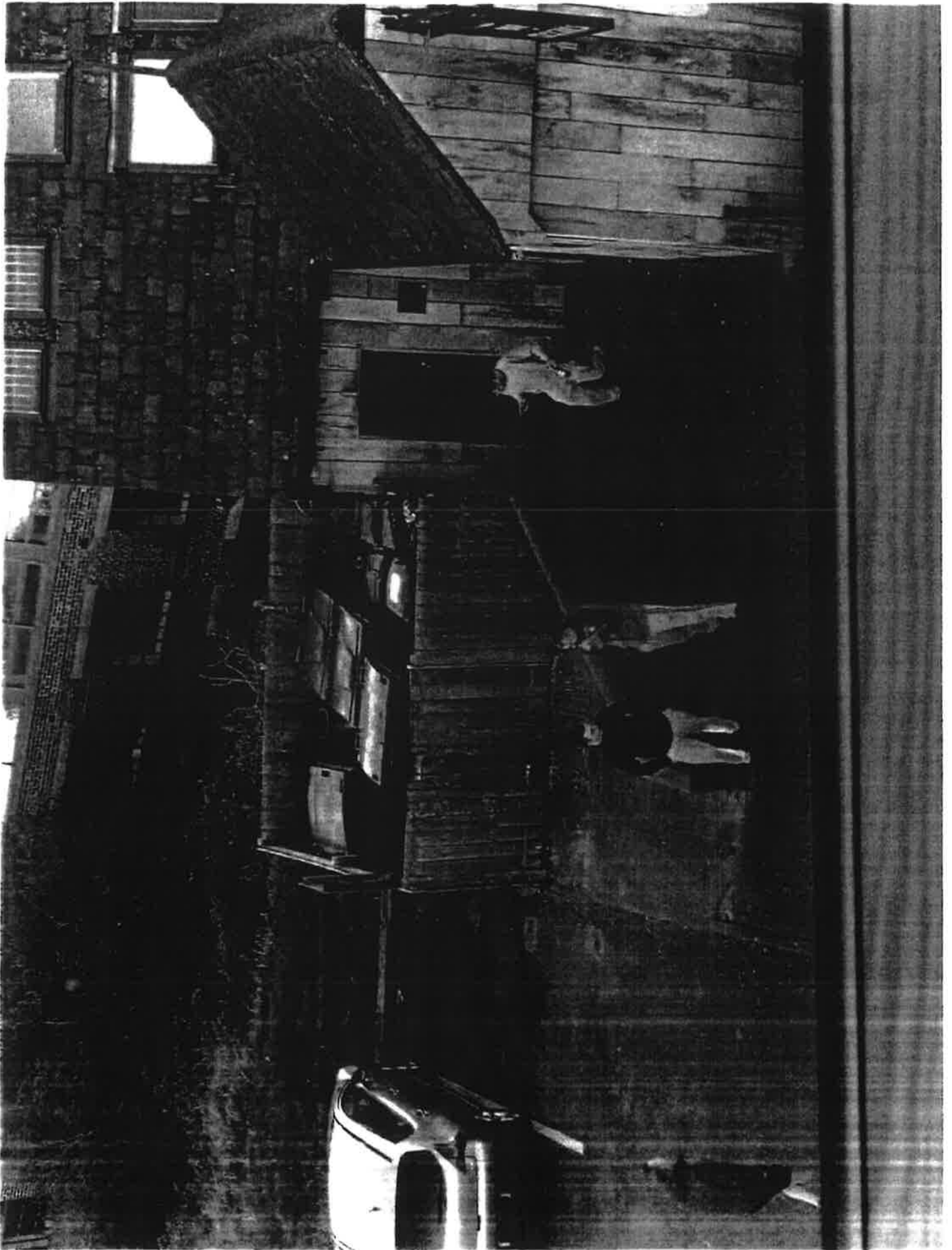
*What else can we do about it?*

*Regards,*

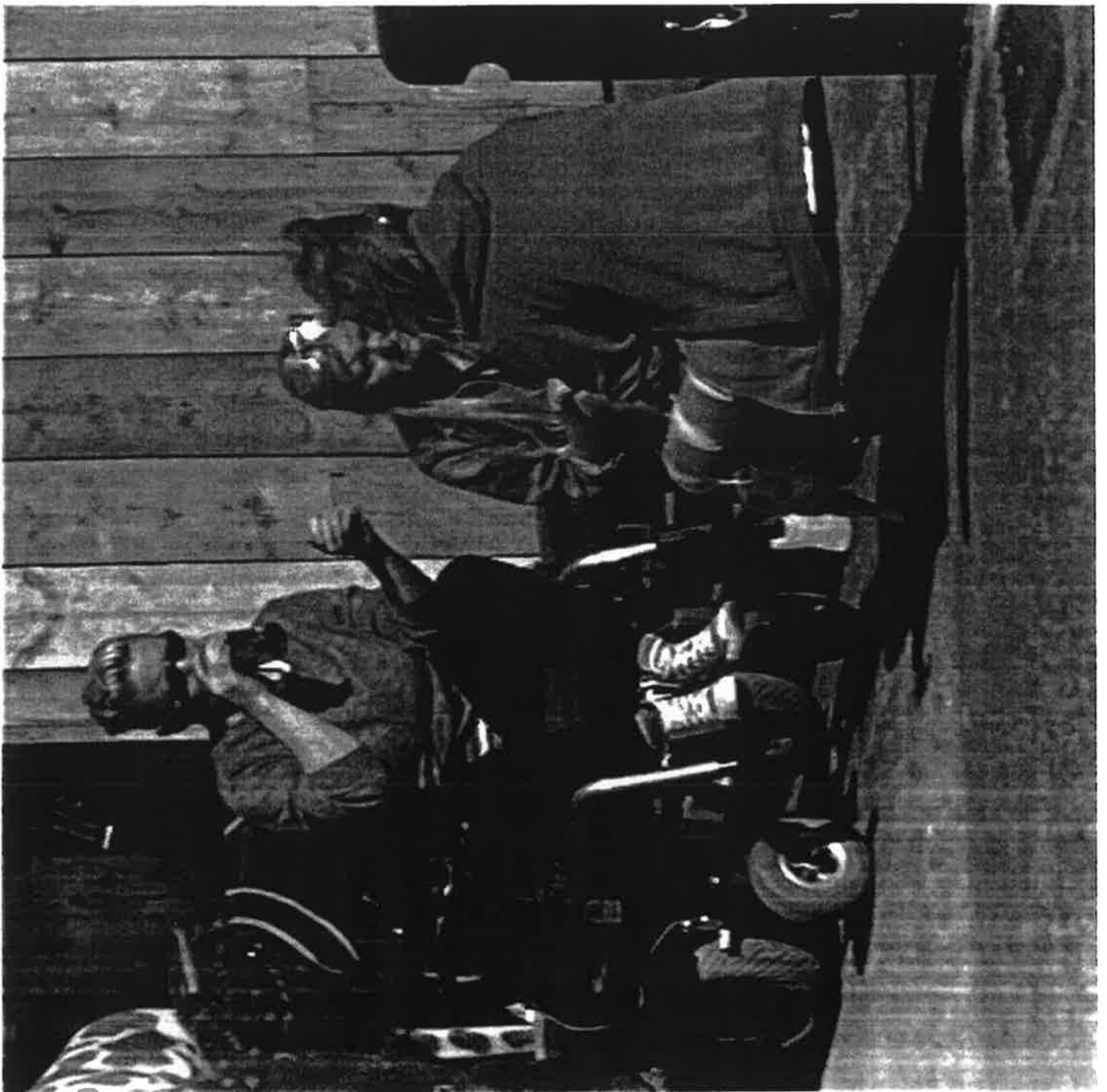
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**Helen Thompson 9776**

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**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:05  
**To:** Helen Thompson 9776  
**Subject:** FW: How do you do Pub

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern  
Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

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***'We will do this through protecting the Vulnerable, delivering quality Investigations and applying Problem solving to everything we do to protect the communities we serve.'***

**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 09:53  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: How do you do Pub

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

FB: lewis4tynemouth

A: [REDACTED]

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

**From:** Lewis Bartoli <[REDACTED]>  
**Date:** Tue, 7 Jul 2020 at 19:33  
**Subject:** How do you do Pub  
**To:** Mark Mennim 739 <[REDACTED]>, Northern North Shields NPT  
Mailbox <[REDACTED]>

As I am sure you are aware there have been a number of problems connected with the how do you do pub in North Shields. As the local councillor I have arranged an open surgery for this Sunday between 12 and one on the grass area next to the Staith house in order for residents to be able to share their experiences and to

gather more information. I sent information to all the residents today and I've just received a rather menacing phone call from a friend of the public and to use this of being a racist gathering and is threatening to bring large numbers of people to the meeting. I sent information to all the residents today and I've just received a rather menacing phone call from a friend of the publican who accused this of being a racist gathering and is threatening to bring large numbers of people to the meeting. I am concerned that this may get out of hand and I'm wondering whether it would be possible to have a police presence for that hour.

Many thanks

Cllr Lewis Bartoli  
[REDACTED]

--  
Cllr Lewis Bartoli  
[REDACTED]  
[REDACTED]

Sent from my mobile

## **Helen Thompson 9776**

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:05  
**To:** Helen Thompson 9776  
**Subject:** FW: FW: Hudson Street Incident

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern

Ext: [REDACTED]

[www.northumbria.police.uk](http://www.northumbria.police.uk)

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**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:16  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: FW: Hudson Street Incident

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

**FB:** lewis4tynemouth

A: [REDACTED]

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

**From:** Lewis Bartoli (Cllr) <[REDACTED]>  
**Date:** Tue, 1 Sept 2020 at 15:14  
**Subject:** FW: Hudson Street Incident  
**To:** [REDACTED] <[REDACTED]>

Cllr. Lewis Bartoli

[REDACTED]

[REDACTED]

**From:** [REDACTED] <[REDACTED]>  
**Sent:** 16 August 2020 09:31  
**To:** Lewis Bartoli (Cllr) <[REDACTED]>  
**Subject:** Hudson Street Incident

\*EXTRNL\*

Dear Mr Bartoli,

Yet another incident last night Sat 15th Aug at the Pub How Do You Do at the foot of Hudson Street.

This involved Police cars, vans, incident ambulances and people running up and down the street in large groups.

How long is this going to continue before this dreadful establishment is closed down?

The residents are sick of this anti-social behaviour and many of the elderly residents are terrified.

The council needs to deal with this immediately so please do what you can.

Yours Sincerely,

[REDACTED]

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## Helen Thompson 9776

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**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:03  
**To:** Helen Thompson 9776  
**Subject:** FW: HDYD Concerns

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern

Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

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**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:21  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: HDYD Concerns

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

FB: lewis4tynemouth

A: [REDACTED]

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

**From:** [REDACTED] >  
**Date:** Sun, 19 Jul 2020 at 23:05  
**Subject:** HDYD Concerns  
**To:** Lewis Bartoli <[REDACTED]>, Jeff Young <[REDACTED]>, Liquor Licensing  
[REDACTED] <[REDACTED]>, Liquor Licensing  
[REDACTED] >

Good evening,

I would like to give an update of the events this weekend with regards to the pub How Do You Do.

Thursday evening around 1800hrs I witnessed a dispute amongst patrons of the pub of which I could hear fowl language within my property over the already unacceptable noise nuisance.

Saturday at around 17:30 I called the police due to the number of patrons drinking on the public footpath well out of the grounds of the pub. Following this we unfortunately had to witness a young girl being sick outside the premises early evening. I would like to note I walked up the stairs to the side of the pub the following morning and saw copious amounts of broken glass to the point of me having to clear my shoes of shards before entering my property.

Finally tonight at around 22:30 I heard a commotion outside to which I could see a woman on the ground behind a vehicle which appears that she has been hit by. I did not call this into the police as I did not see it as it occurred (although it was directly outside the pubs cctv) but I am also concerned for my own safety as I am aware the patrons saw me walk to my window. Following the ongoing antisocial behaviour I do not want to put my own safety at risk.

Regards

[REDACTED]

## Helen Thompson 9776

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:04  
**To:** Helen Thompson 9776  
**Subject:** FW: How do you do

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern  
Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

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**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:17  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: How do you do

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]  
T: [REDACTED]  
FB: lewis4tynemouth  
A: [REDACTED]

----- Forwarded -----  
[REDACTED] <[REDACTED]>  
Date: Sun, 23 Aug 2020 at 10:16  
Subject: How do you do  
To: <[REDACTED]>

Hi Lewis sorry my email late been having trouble with it. I guess you had lots of info about How do you do on Saturday 15th August I heard raised voices saying we have to go as you could hear police sirens then someone sounded angry shouted no. Then after that I believe I counted 7 police vans 1 police car 1 ambulance 2 incident response ambulances. My self and neighbours wondering why all of a sudden they

was no young people or police going there before lockdown but now it's regular occasion. In all the years living on Hudson street 30 plus years I do not recall having police presence like the amount that the pub gets now. Also if you do not know already but in one of the posts on Facebook he accuses his neighbours of being racist that is a serious accusation. Also at the meeting on the fish Quay I believe he had his heavies there as one was staring at me and others. Another neighbour said he was also filming people there you could tell he was not a resident he stood out like a saw thumb. He has also set his Facebook page so I cannot comment no more as he does not like to answer negative questions. If you read his reviews on his Facebook and TripAdvisor they are not good a few regarding the way he talks to people and about social distance which is really disturbing. Last thing I did not realise he has 1am licence on Friday and Saturday how can a pub in close proximity of lots of houses get that. One thing more no one is listed on companies house only 3 people all resigned it's suspicious to me why no one is listed. When you google who owns it Paul bell comes up but he resigned as a director so who officially owns it.

Sorry for going on

██████████

Sent from Samsung tablet



## Helen Thompson 9776

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**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:04  
**To:** Helen Thompson 9776  
**Subject:** FW: HDYD Update  
**Attachments:** 19\_01717\_ADV-LOCATION\_PLAN-664818.pdf;  
SITE\_LOCATION\_\_AMENDED\_-680121.pdf

Neil Kirkpatrick 5588

Licensing Coordinator

Northern

Ext: [REDACTED]

[www.northumbria.police.uk](http://www.northumbria.police.uk)

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**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:20  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: HDYD Update

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

FB: lewis4tynemouth

A: [REDACTED]

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

**From:** [REDACTED] <[REDACTED]>  
**Date:** Mon, 27 Jul 2020 at 13:09  
**Subject:** HDYD Update  
**To:** Lewis Bartoli <[REDACTED]>  
**Cc:** <[liquor.licensing@northtyneside.gov.uk](mailto:liquor.licensing@northtyneside.gov.uk)>

Good afternoon Lewis,

Thanks for your update email - hope you are keeping well.

I am encouraged by your email, I will therefore start with a positive.

This last Saturday night was better in most part than it has been for a very long time; but during the daytime the noise was again ridiculous at times. Fortunately there weren't loads of teenage kids rampaging around, who have largely been the cause of most of the issues. I've noticed the younger looking people are staying away since the door staff have been employed on a Friday and Saturday - strange that!!

I was extremely grateful that the door staff member on Saturday was very good, on his arrival things settled down and he was seemingly much better on his own than the two door staff employed the previous week who seemed to lose control. During the later period, the doorman was good at keeping a decent level of conduct and maintaining the immediate area. The outside space was cleared as stated by the owner. Thank you.

However, it was brought to my attention that patrons later on, gathered around the access road to Renaissance Point, were seen urinating under the lamp post and crowded by the electric gate accesses to the development. This is not acceptable and would be intimidating to residents. Merely moving people to public land is not acceptable management. I have seen people leaving the pub carrying glasses out into the surrounding streets. There are posts on Facebook that the stairs down to the Fish Quay are littered with rubbish (bottles and cans), vomit and smell of urine. Disgusting and not what NTC or residents want given they are seeking opinion and funding from government on improving/updating the North Shields Plan.

Furthermore, the nuisance issues are now no longer confined to a Friday or Saturday, but Weds, Thurs and Sunday are becoming days when its quite horrendous. Last Sunday around 2140, about 10 individuals were leaving the pub and started marauding around the streets, shouting at excessive volume.

On 22/07/20 approximately 2233 - a group of smokers gathered outside the front area were shouting, albeit for a short duration, it was enough to prevent rest and set me on alert, waiting for the next event.

On 23/07/20 night at close to midnight my wife heard a particularly disturbing ASB event, swearing, shouting and fighting, patrons wandering through the car park with glasses, smashing glass, and cars driving at speed from the car park. Also, Thursday afternoon, whilst trying to work, shouting and swearing from a group of individuals in the existing outdoor space - its awkward trying to explain that on a video conference.

On 24/07/20 approximately 1820 - group of 9 lads, just shouting excessively, audible through closed windows.

I note you stated that you would seek a review of the license which will be supported by our evidence etc. I think we need to use this opportunity to push for what we want as residents as this is our chance to request change. Merely signing up to the pub saying we will do this and that is not enough. They promised a door staff member on Friday and there wasn't. They promised to stop people outside after 10pm - they didn't.

If we simply agree to these current watered down terms which were promised they can continue using the outdoor area and state some non documented obligations were agreed to, and we set a benchmark.

My concern here is that any case for a review down the line will need to start again with evidence and we would need to explain to the council why we are then finding the ASB and poor management an issue after previously finding a resolution. I do not want to sign up to this ridiculous compromise and feel that there should be sufficient evidence from residents to request a full license review.

I think there is a danger that the real issues are being smoothed over and not weighted in the favour of

protecting the residents. Additional photos, videos and residents communications demonstrate to me, that the ASB is spreading further around the neighbourhood. People are seeking medical help for mental health issues, anxiety, stress and sleep deprivation. This is beyond a joke - it is every persons right to feel safe, to be entitled to rest and relaxation, not be subjected to continuous, chronic impacts on their amenity. This very point is detailed as part of NTC local plan, ensuring the well being of its population. How is this situation reasonable?

As I was made aware by a long standing resident at Renaissance Point; before HDYD took over the pub, the outdoor space was never used, because simply they didn't have the right to and no seating existed. Since those seats have been placed there, without the consent and through gaining planning permission, this nuisance and impact to the community has just spiralled.

I also request you highlight our concerns to licensing that an opening time of up to 1am is not suitable for a residential area, in line with Environmental Health comments on other recent applications and licenses. I am happy to provide evidence on the other schemes in the vicinity which are much further away from residential property. It is unnecessary and will continue to impact us. In my opinion, the council were negligent in their due care process in allowing it in the first place.

You can see from the red line boundary (figures attached) they provided in the recent decking application that they do not include the land ownership (current and intended) for the existing outdoor space. I had to ask the council to clarify it with the owner who then submitted the amended figure (attached). Note the differences - the existing outdoor space (triangular area to the east of Tyne Street label) was still not included in either version. Essentially for an application, the applicant has to show the area of current and intended ownership.

This is again different to the owners hand drawn/annotated document produced at the local residents meeting two weeks ago. The owner claimed they owned the land up to the back of The Irvin Building and have a remaining 999 year lease - this can't be possible as they didn't state this during the decking planning application.

I would request you seek a definitive answer to this on the residents behalf as its the crux of the matter. Otherwise there is nothing to stop us taking over land just because we can in the same manner as they have started using the outdoor space without permission.

At the very least I still think the council should support residents and the pub forced to apply for planning permission to use it. They have not provided any evidence to demonstrate they own the space and have legal rights to allow consumption of alcohol there. If its a public space then surely thats illegal?

This issue is a clear demonstration that either they don't know, or do not own it and are using it without consent. This goes back to my point before - they never used it before, and its the source of nuisance so the council should stop it being used!!

I don't see it as we should compromise as residents as we are entitled to decency and the pub have a statutory obligation to not impact the neighbourhood. This area is causing a nuisance so enforce the fact they haven't the right to use it or make them apply for planning permission.

Another issue definitely worth pursuing is the allocation of a NTC PSPO (Public Space Protection Order). They used these in Whitley Bay and Tynemouth after all the issues they had with ASB over the years. I noticed you posted on Facebook for people to give an opinion on them. I think it is important to campaign for one in the Fish Quay and along Hudson Street/Tyne Street etc. Its a tool for the council and police to stamp out ASB.

I am happy to send evidence, including examples of decent management. I did witness the owner following kids around the back and shout at them to not use it as a toilet. He should have barred them. Someone

made comments on Facebook about it being a restaurant - I certainly haven't been to a restaurant where that behaviour happens. I would be delighted if they did decide it was a restaurant only as people seem to behave differently. Can't think of the last time I went somewhere with people shouting and swearing, breaking bottles, fighting!!

Standing up for your very rights to a decent lifestyle should not be met with scoffing or "posh people in them flats", or worse, the irresponsible intimation from the owner of "don't buy a property near a pub". This attitude undermines the very basis of being a responsible licensee and the terms and conditions granted/accepted when taking on the license. It does not matter if the pub was there first, they have a statutory obligation, like residents have the right to a decent lifestyle and amenity. The number of residents affected, the varied demographic and extent of the geographic area demonstrates to me this needs to stop, immediately. I am saddened to think people are being forced to move away in order to flee from the anguish this is causing; the situation should not even be occurring.

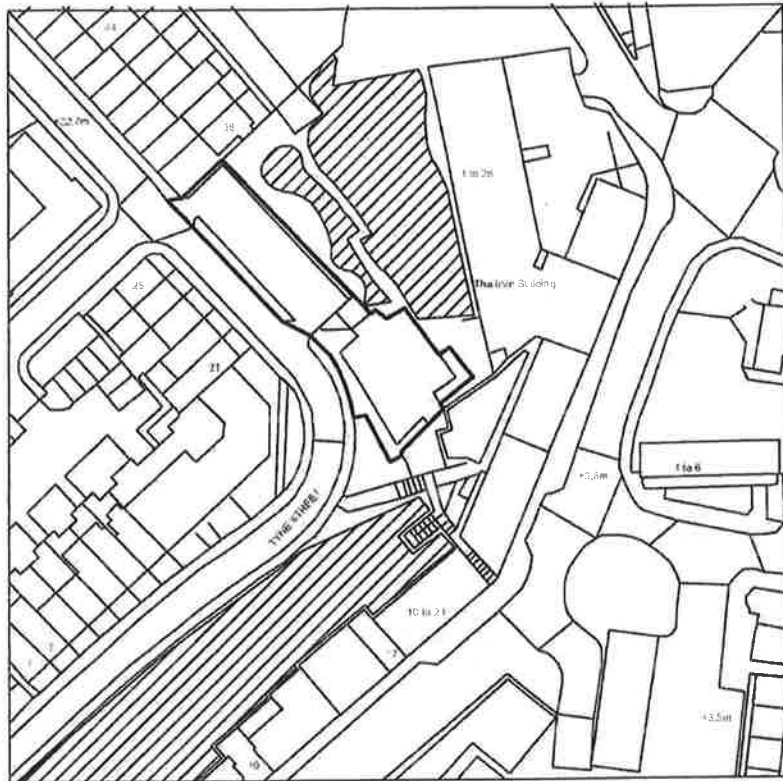
This whole saga should not be viewed as a 'war', 'challenge' or 'erosion of will', it should be an admission that things haven't been right because of actions at and from the venue; that the impacts are unacceptable, and that as a member of the community, a responsible owner should be listening to concerns and addressing/minimising impacts on the community and neighbourhood.

This ongoing issue has taken its toll, as I too am seeking medical help for the stress and depression this is causing. How much further do residents have to go or how severe do these incidents have to be before someone at the council licensing and enforcement teams listen to our very reasonable plight?

Stay safe and keep in touch.

Regards,

██████████.



**OZKAN  
HOW DO YOU DO?  
NORTH SHIELDS**

OS PLAN

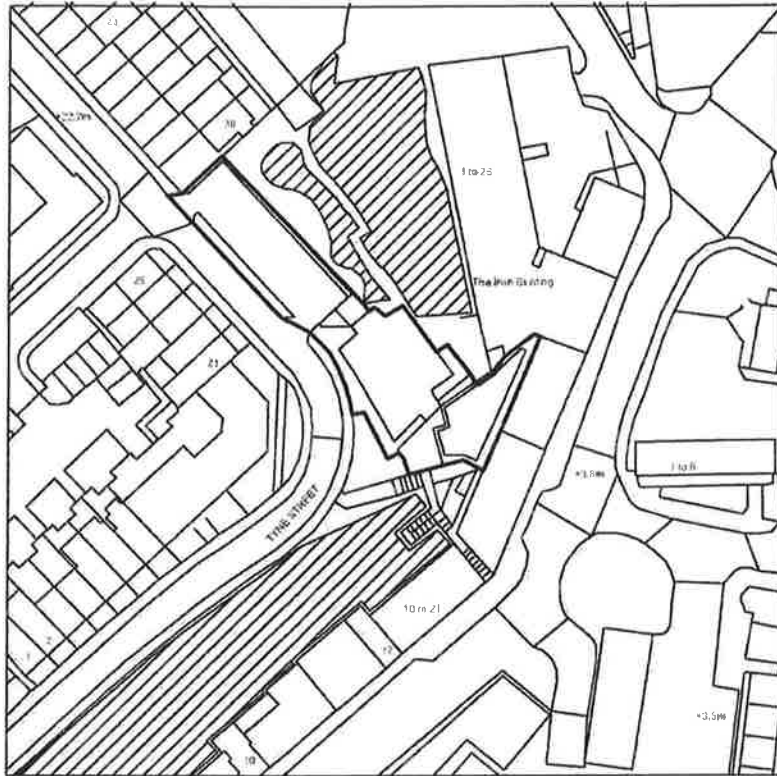
1/250 @ A4

Rev. 2/13

CPA

PLANNING PERMISSION

Rev. 0



**OZKAN  
HOW DO YOU DO?  
NORTH SHIELDS**

OS PLAN

1:250 @ A4

07/04/20

TPA

PLANNING PERMISSION

Page 50

## Helen Thompson 9776

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:04  
**To:** Helen Thompson 9776  
**Subject:** FW: HDYD update  
**Attachments:** IMG\_20200815\_173037\_resized\_20200820\_011617842.jpg; IMG\_20200815\_181616\_resized\_20200820\_011618150.jpg; IMG\_20200815\_181457\_resized\_20200820\_011618388.jpg; IMG\_20200815\_190048\_resized\_20200820\_011618557.jpg; IMG\_20200815\_212031\_resized\_20200820\_011618794.jpg; IMG\_20200815\_212457\_resized\_20200820\_011619001.jpg; IMG\_20200816\_095312\_resized\_20200820\_011619209.jpg; IMG\_20200816\_095308\_resized\_20200820\_011619518.jpg; IMG\_20200816\_095353\_resized\_20200820\_011619839.jpg; IMG\_20200816\_095412\_resized\_20200820\_011620121.jpg; IMG\_20200816\_095140\_resized\_20200820\_011620413.jpg

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern  
Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

***'Northumbria Police will be outstanding in the service we provide'***

***'We will do this through protecting the Vulnerable, delivering quality Investigations and applying Problem solving to everything we do to protect the communities we serve.'***

**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:17  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: HDYD update

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]  
T: [REDACTED]  
FB: lewis4tynemouth  
A: [REDACTED]

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

From: [REDACTED] <[REDACTED]>

Date: Thu, 20 Aug 2020 at 13:16

Subject: HDYD update

To: Lewis Bartoli <[REDACTED]>, Liquor Licensing

[REDACTED], environmental health

[REDACTED], [Chris.Rule.1074](#) [REDACTED]

<[Chris.Rule.1074](#)>

Good afternoon Lewis and others,

For those copied in on this email, I suggest contacting Lewis Bartoli who has been a much needed support to us the community over a prolonged period of time now.

Lewis, as you are aware residents at Renaissance Point and the surrounding neighbourhood have been in communication with yourself for sometime now regarding ongoing unsatisfactory events at the How Do You Do pub at Hudson Street, North Shields, particularly detailing the negative effects to the neighbourhood, which over the last week have deteriorated further.

Video and photo evidence available.

Quite frankly I don't know where to begin.

Anti social behaviour is almost becoming a daily issue and not just confined to night time. Daytime, afternoons, evenings and nights are constantly blighted by horrific behaviour from the patrons which is poorly managed by the pub again showing a blatant disregard for the community.

As an insight to the struggles residents are subjected to some diary notes, but you may want to skip to 150820.

Please bear in mind that most of the time noise emanating from the pub garden and frontage is clearly audible through closed windows and provides little chance of relaxation.

120820

People outside audible over television. Gathered outside building. Kept having to turn TV up. Children playing out, seated areas in use after 2215. Not as promised closure at 9pm.

130820

Screaming and shouting clearly obvious with closed windows from patrons gathered at smoking areas. 2130, 2215, 2315, midnight. Shouting and voices clearly audible through closed windows.

Unable to sleep. Vomit patches on car park area in morning.

140820

Shouting from patrons 1615, 1630 from 5 lads gathered outside drinking. Audible through closed windows whilst trying to work.

1705 2 lads shouting whilst talking to doorman, 1730 same lads shouting to doorman, 1745 again, 1806 raised voices same 3 lads

Gave up logging events.

150820



Noise levels excessive during the afternoon from use of the (non approved via planning permission) outdoor seating area. Audible through closed windows, whilst watching TV at elevated sound level in an attempt to drown out the constant din from the venues outdoor areas.

Large crowds gathering throughout the afternoon blocking pavements, quay staircases and road.

Then 1700hrs loud shouting audible through closed windows, large crowds in seating area.

Fracas constant from 1745, 1801, fight started at premises and spills into the street, offensive swearing and foul language at significant volume from groups at venue. Clearly audible through closed windows and ridiculous for a residential neighbourhood when windows opened.

Ongoing incidents at the pub, with crowds gathered at stairs to the quay and remonstrating between patrons and owner/security.

Around 1805 owner ejects patron, who then returns opening can of alcohol on the pavement close to periphery of pub. Owner spoke to the person drinking can off premises and moves him closer to Renaissance Point property. Shouting and swearing continues between patron and owner. (Pictures attached).

1900 Patron sitting on Renaissance Point railings. Pool of suspicious water/urine within the private garden area of Renaissance Point ground floor dwelling. (picture attached).

All day persons walking in and out of the IN system, including the owner. Door staff and owner whilst checking IDs seemingly doing little to enforce Covid-19 guidance. Door staff mainly standing and talking to customers in seating area. Did not intervene in 1800 incident. Limited social distancing or regard for Covid-19 guidelines.

By far the worst situation occurred 2100 onwards. Mass exodus of 30 to 40+ patrons from pub onto streets resulting in a significant brawl on the pavements, carriageway, on residents parked cars. Shouting, screaming, smashing glass, punching, kicking. Shouts of I'm going to glass them. Audible through closed windows. With windows open, horrific impact on the neighbourhood.

Police called and 16 or so officers arrived and an ambulance to deal with the lawlessness.

This is disgraceful and I am very concerned that the level of ASB has escalated to worrying levels affecting the whole neighbourhood. I genuinely thought someone was going to die as people were being kicked on the floor, clothes being torn off, punches were being thrown from everywhere.

The incident has been recorded and given to the police as evidence. The ensuing clearance of the pub was an eye opener. How many people were in the pub? How is that level of patronage possible when the lockdown rules are still quite specific about what is allowed. You can see from the attached picture that the seating area is nearing over capacity.

One police officer actually had to tell a patron not to urinate in the streets more than once.

Whilst the police were clearing the venue an officer asked why the venue wasn't adhering to the in and out system, to which the manager shrugged what were they to do.

I think the police and council should be reviewing the CCTV the venue has inside and outside to confirm the actual numbers, and surely they will have actual records of every person in the venue for track and trace purposes?

I really cannot emphasise how much of a detrimental effect this venue and it's patrons are having on the area, to people's mental well-being and the wider quay.

It has got to the point that it I feel unsafe to go out as the incidents on Saturday could quite easily have embroiled innocent residents returning from an afternoon or night out. Even during the afternoon the shouting and swearing is intimidating and offensive.

The continuing use of the (non approved through planning permission) outdoor area is the crux of the matter here along with poor management and inappropriate opening hours of the pub (until 0130hrs) for a residential area. The outdoor space is often used past 10pm during week nights and despite the venue telling you Lewis that this would not happen, it continues. How difficult is it to tell people to be respectful and enforce dignified behaviour in a residential area? When can residents expect to enjoy rest and relaxation?

Furthermore encroaching patrons gathering at the building or outside persons property is unacceptable, intimidating, disrespectful and is a takeover of the neighbourhood by the pub.

It is not acceptable to just say don't live near a pub (as continues to be the general response), as there are many examples of professional management of venues which are a credit to the licensed industry.

For over an hour after the pub was shut you could hear shouting continuing from the quay area at the houses in Renaissance Point.

I have grave concerns that this ASB has gone too far and think action is necessary to protect the community from further spiralling ASB and the other associated issues.

On Sunday I went out for a walk and the road and pavement near HDYD along Tyne Street was strewn with smashed glass and bottles from the fighting; the Union Quay stairs were plastered with glass, and what looked like and smelt like urine patches.

Why is there no PSPO set up for this area with the requisite monitoring and enforcement?

I do look forward to understanding how these matters are being managed by NTC and what measures are going to be put in place to protect the council tax paying community from this ongoing destruction of the community in which they reside.

I am struggling to understand how this all fits in with the recently announced North Shields masterplan. How the wider community is being considered other than just allowing more licensed premises to blight what should be a stunning area which is celebrated for its heritage, views and could be a real icon for the region. Sadly it is not currently afforded that status and with this ongoing devastation from unreasonable businesses and their operational activities threatens that greatness from ever becoming a realisation.

The time to act is now, not when the good of the previous regeneration projects has all been undone. A coordinated community led approach is required, something which resembles the wishes of the North Shields Fish Quay Plan.

As you can gather this matter is of a significant impact on myself and family, along with the neighbourhood. I am very concerned and will be seriously considering involving my MP and Mayor.

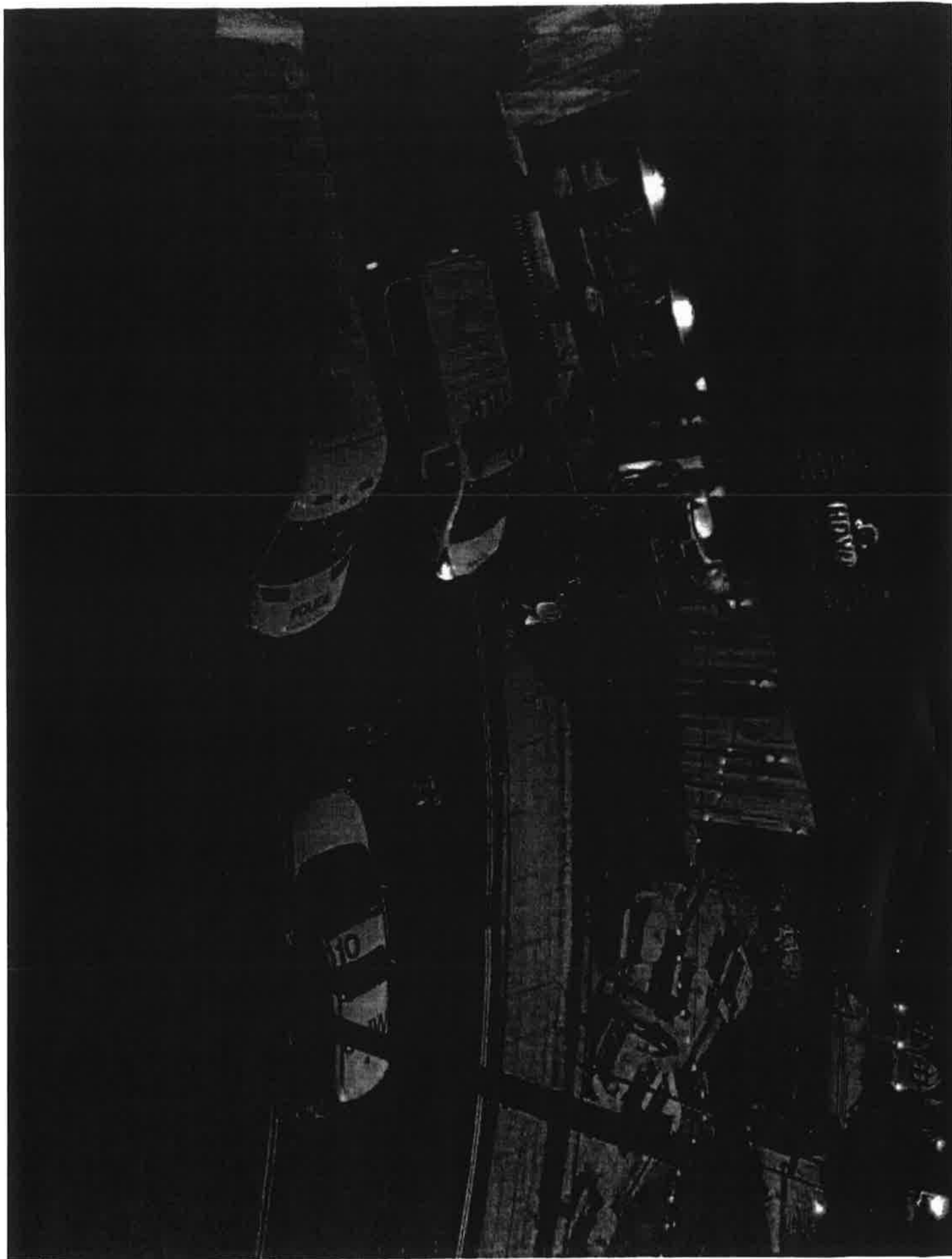
Regards,

██████████  
████████████████████

Sent from my Huawei phone

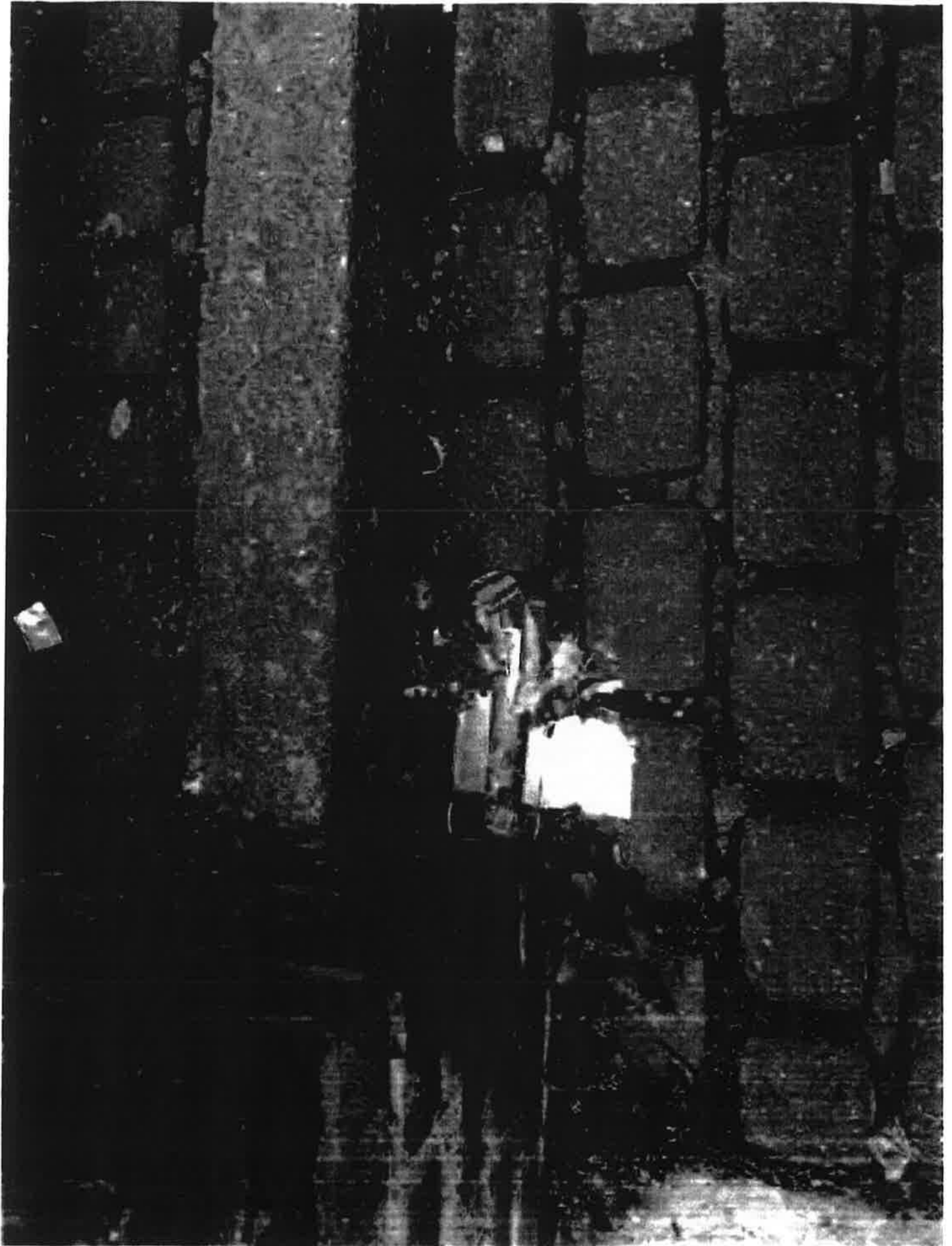




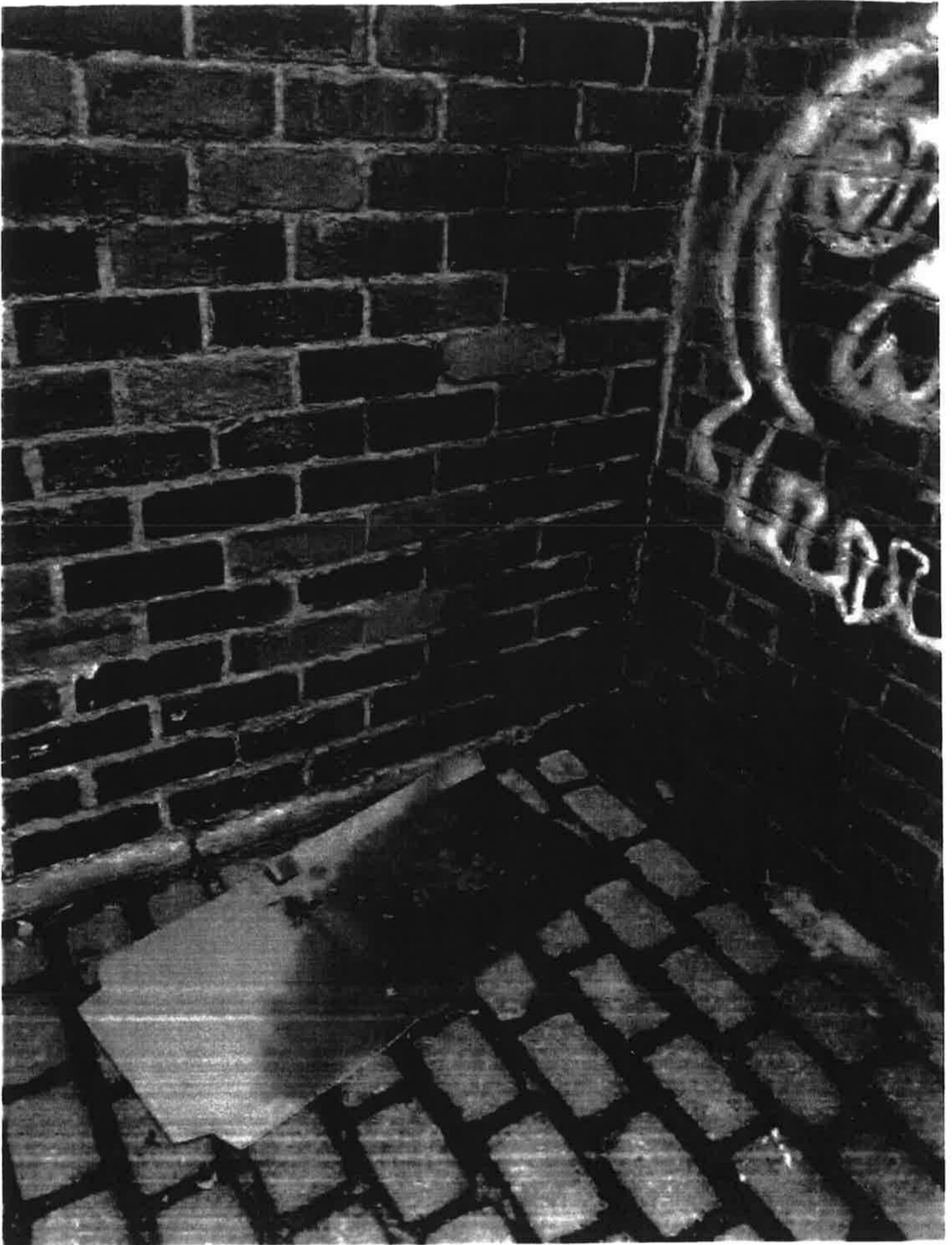


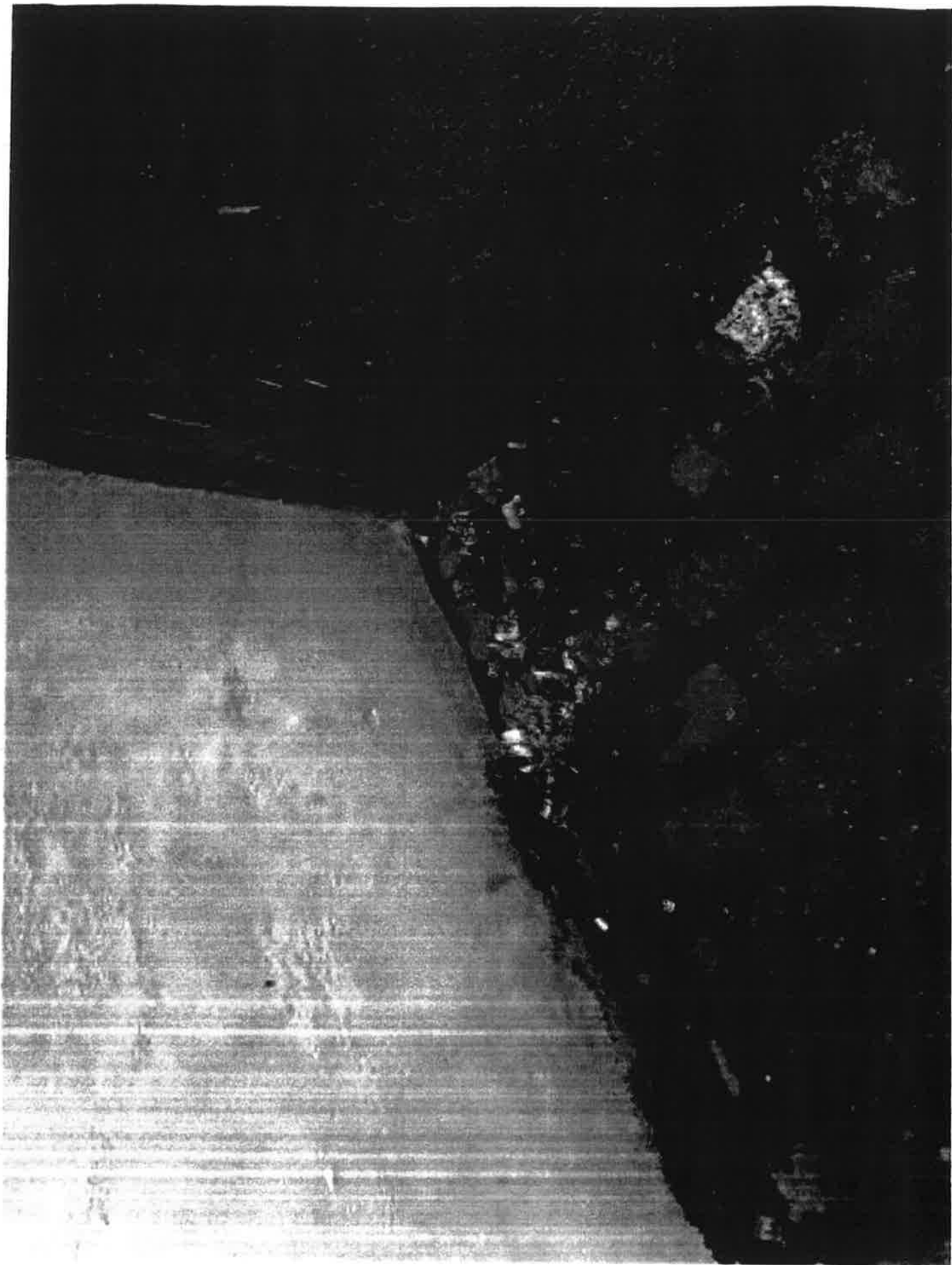












## Helen Thompson 9776

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:05  
**To:** Helen Thompson 9776  
**Subject:** FW: HDYD parking around Hudson Street  
**Attachments:** IMG\_20200913\_120724\_resized\_20200913\_122421111.jpg; IMG\_20200912\_192817\_resized\_20200913\_122421557.jpg; IMG\_20200912\_132645\_resized\_20200913\_122421769.jpg; IMG\_20200908\_184712\_resized\_20200913\_122422040.jpg

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern

Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

***'Northumbria Police will be outstanding in the service we provide'***

***'We will do this through protecting the Vulnerable, delivering quality Investigations and applying Problem solving to everything we do to protect the communities we serve.'***

**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:15  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: HDYD parking around Hudson Street

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

FB: lewis4tynemouth

A: [REDACTED]

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

**From:** [REDACTED] <[REDACTED]>  
**Date:** Sun, 13 Sept 2020 at 12:24  
**Subject:** HDYD parking around Hudson Street  
**To:** Lewis Bartoli <[REDACTED]>, [development.control@northtyneside.gov.uk](mailto:development.control@northtyneside.gov.uk)  
<[development.control@northtyneside.gov.uk](mailto:development.control@northtyneside.gov.uk)>, Environmental Protection  
<[environmentalprotection@northtyneside.gov.uk](mailto:environmentalprotection@northtyneside.gov.uk)>, Rebecca Andison Planning  
<[REDACTED]>

Good afternoon Lewis/Council,

I would like to bring to your attention the ongoing issues with How Do You Do pub are extending beyond noise and patron nuisance. Some lovely weekends over the last month we have been woken up at 1 and 2am by obnoxious screeching and shouting, but that's another ongoing struggle residents are blighted with.

The relevant point I am bringing to your attention here is that the conservation area along Hudson Street/Renaissance Point as designated by North Tyneside Council is being taken over by the owner.

On previous week's and many times this week the owner has been using it as an overspill for his 4x4 vehicle. This is unsightly and unacceptable, damaging the green space with vehicle tracks and a hazard to the public.

On days when this is not happening, the vehicles from the pub can often be found are parked in the permit parking areas, without displaying a permit as required by the NTC regulations. Residents are expected to purchase one and the knock on effect of this means those who have paid for the spaces legally are forced to park elsewhere.

I request the owner is asked to refrain from using the allocated conservation land as an overspill and that in order to use the permit parking displays the relevant permits.

It shouldn't be one rule for one and one for the other. The staff from the pub are already using the access road to Renaissance Point as parking, often mounted on to the pavements or in front of the residence gates.

I would be grateful if you do not share my pictures with the owner as evidence as my neighbour has been intimidated by threatening behaviour from the owner in the past when raising anti social behaviour issues with the relevant authorities.

Thanks for your time.

Regards,

██████████.

Sent from my Huawei phone

## **Helen Thompson 9776**

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:04  
**To:** Helen Thompson 9776  
**Subject:** FW: HDYD pub anti social behaviour

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern  
Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

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**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:18  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: HDYD pub anti social behaviour

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

FB: lewis4tynemouth

A: [REDACTED]

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

**From:** [REDACTED] <[REDACTED]>  
**Date:** Mon, 10 Aug 2020 at 19:51  
**Subject:** HDYD pub anti social behaviour  
**To:** Lewis Bartoli <[lewis4tynemouth@gmail.com](mailto:lewis4tynemouth@gmail.com)>, Stephanie Graham  
[REDACTED] <[environmentalhealth@northtyneside.gov.uk](mailto:environmentalhealth@northtyneside.gov.uk)>, <[environmental.health@northtyneside.gov.uk](mailto:environmental.health@northtyneside.gov.uk)>

[ called 999 on Friday 7th at 8pm.

The ASB starting earlier and earlier. Frankly I'm fed up with gathering information. How much do you need to do something?

I've been in touch with the police: email text below

Hi Carolyn,

I've heard nothing from Chris Rule. I just wanted to mention something else also. After talking to you I took on board what you said about calling 999.

On Friday 7th at approximately 8pm the horrible pub yobs started kicking off right outside my window. Absolutely horrendous. I called 999 and officers turned up very quickly which was fabulous. They took the details of the yobs. I took photos of 2 of them urinating - so you will have their names logged. I'd like them pursued. Along with the others I have photos of.

I am now away until Thursday and do not want any calls from the police. This whole thing is depressing me and I'm going away for a break. I would, however like to pass these photos on to someone soon. I'd rather the police not turn up at my door - can I make an appointment at the police station?

Regards

■

Sent from my iPad

## Helen Thompson 9776

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:03  
**To:** Helen Thompson 9776  
**Subject:** FW: How do You Do, Hudson Street  
**Attachments:** Video.mov; image0.jpeg; image1.jpeg; image2.jpeg

Neil Kirkpatrick 5588

Licensing Coordinator

Northern

Ext: [REDACTED]

[www.northumbria.police.uk](http://www.northumbria.police.uk)

***'Northumbria Police will be outstanding in the service we provide'***

***'We will do this through protecting the Vulnerable, delivering quality Investigations and applying Problem solving to everything we do to protect the communities we serve.'***

**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:20  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: How do You Do, Hudson Street

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

FB: lewis4tynemouth

A: [REDACTED]

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

**From:** [REDACTED] >  
**Date:** Fri, 24 Jul 2020 at 09:59  
**Subject:** Re: How do You Do, Hudson Street  
**To:** Stephanie Graham <[REDACTED]>, Lewis Bartoli  
<[REDACTED]>, Environmental Protection  
<[environmentalprotection@northtyneside.gov.uk](mailto:environmentalprotection@northtyneside.gov.uk)>

Good morning,

Later today I have an appointment at the doctors. My sleeping is so poor, due to the incidents at the How Do You Do. This is affecting every aspect of my life: sleep, mood, work and general health. Regular sleep disturbance and deprivation are really taking their toll on me. I'm now constantly tired and anxious. The noise, violence, obscene language, breaking glass, cars screeching around the pub, are a constant backdrop to my life. It used to be every weekend - but now it's 3 or 4 nights a week. Even if something doesn't kick off - I'm now expecting it to happen. If I shut my window it would dull the mayhem somewhat - but even then I can hear the terrible sounds of drunken, abusive violence. Every morning there is broken glass all over the pavement and road. I can't drive past there now. I don't walk past anymore. In the 9 years I have lived here - the only loud noise had been the screeching gulls - which is part of the pleasure of living at the seaside. The pub used to be "lively" at weekends with loud, live music. That was fine. I knew there was a pub there and it was always well behaved and for years I saw no fighting or breaking glass or screeching and shouting from drunken, drugged up yobs. Until, that is, under this new ownership. I would move but my flat is devalued and I can't afford to take the loss.

I appreciate that you have a meeting organised - please can you give me a date this will happen. It needs to be soon. Something needs to be done. Enough is enough.

Regards

[REDACTED]  
[REDACTED]

These photos (at 23:56 on 23/7/2020) are not good - my hand was shaking; and I know they don't show much really, however, I honestly thought someone was going to die - the violence of the shouting and screaming and breaking glass was awful, terrifying. And then the cars screeching around out of the car park.

Sent from my iPad

On 20 Jul 2020, at 16:27, Stephanie Graham [REDACTED] wrote:

Good Afternoon,

Thank you for your e-mail and the information regarding numerous issues you have experienced with the premises known as How Do You Do. The Authority intend to arrange a meeting with the premises licence holder, DPS, environmental health and the Police to discuss your concerns. In addition, I would recommend you continue to collate any evidence such as that provided already should an application for the review of the premises licence be made by any Councillor with whom you have also had contact.

Kind Regards

<image001.jpg>



**Stephanie Graham**

**Senior Licensing Officer**

**Licensing**

<image002.jpg>

Block C, Harvey Combe, Killingworth, NE12 6UB

North Tyneside Council

Tel: [REDACTED]

<image003.gif>

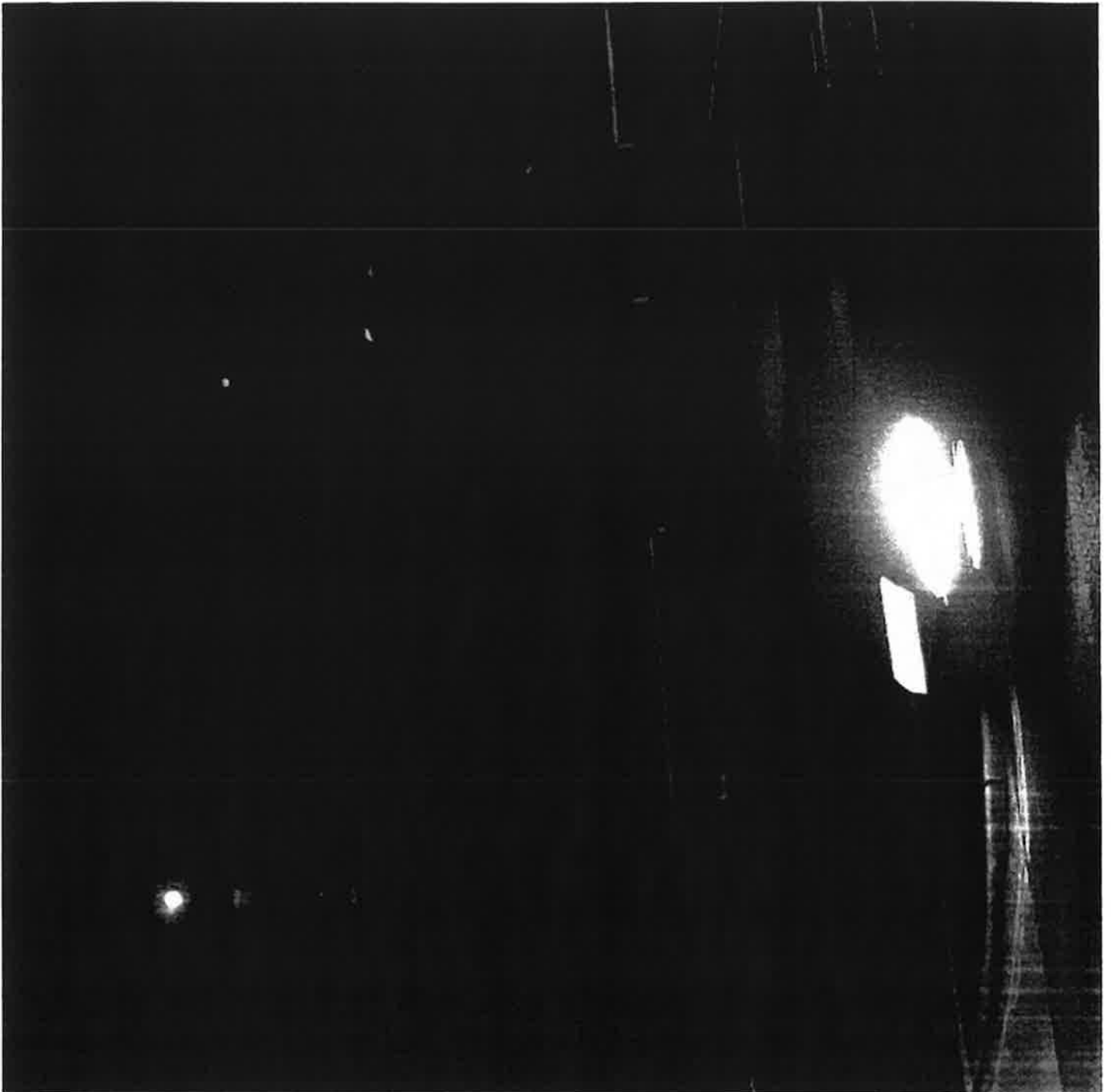
<image004.gif>

<image005.png>

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## Helen Thompson 9776

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:03  
**To:** Helen Thompson 9776  
**Subject:** FW: How Do You Do Pub Friday and Saturday  
**Attachments:** image0.jpeg; image1.jpeg; image2.jpeg

Neil Kirkpatrick 5588

Licensing Coordinator

Northern

Ext: [REDACTED]

[www.northumbria.police.uk](http://www.northumbria.police.uk)

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*'We will do this through protecting the Vulnerable, delivering quality Investigations and applying Problem solving to everything we do to protect the communities we serve.'*

**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:20  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: How Do You Do Pub Friday and Saturday

Many Thanks

**Cllr. Lewis Bartoli**

E: [REDACTED]

T: [REDACTED]

FB: lewis4tynemouth

A: [REDACTED]

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

**From:** [REDACTED] <[REDACTED]>  
**Date:** Sun, 26 Jul 2020 at 14:59  
**Subject:** How Do You Do Pub Friday and Saturday  
**To:** Lewis Bartoli <[REDACTED]>, Liquor Licensing  
[REDACTED], Stephanie Graham [REDACTED],  
[REDACTED]

The mayhem seems to have now spread even further. I watched 3 groups (again very young) - actually start

drinking outside my flat and congregating on corners. The volume of noise , as usual was horrendous and until 11.50 - so the so called stopping people drinking outside at 10 didn't happen.

And now - the lamp post directly opposite me has become the 'go to' urinal. Absolutely disgusting. Also - very openly urinating against people's cars in the car park - and it's not even dark.

The viciousness of the shouting; swearing and screaming is notched up yet again. These obviously underage drinkers/drug takers only seem to know two words... F\*\*K and C\*\*T - and spat out with such hatred.

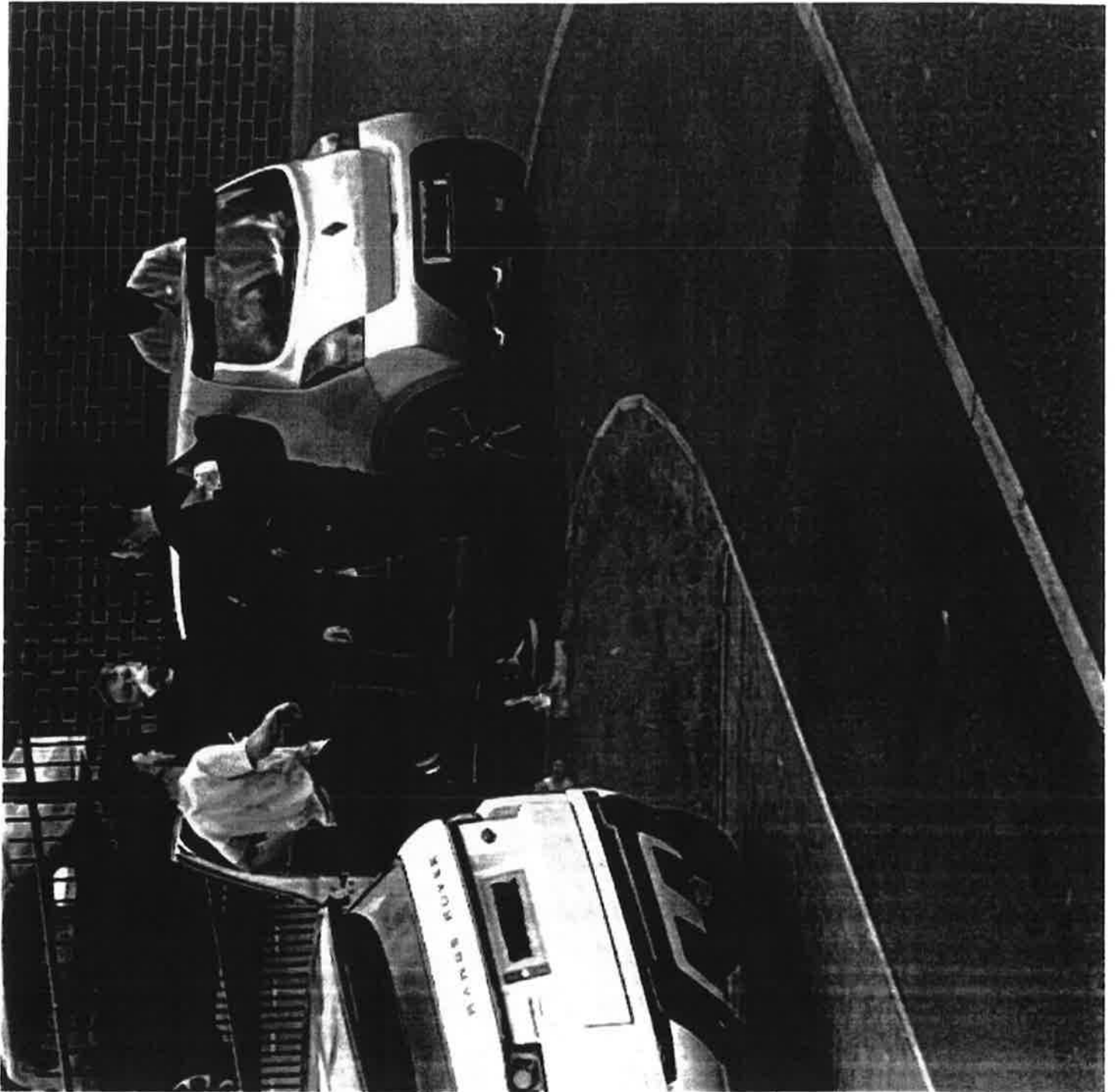
I despair.

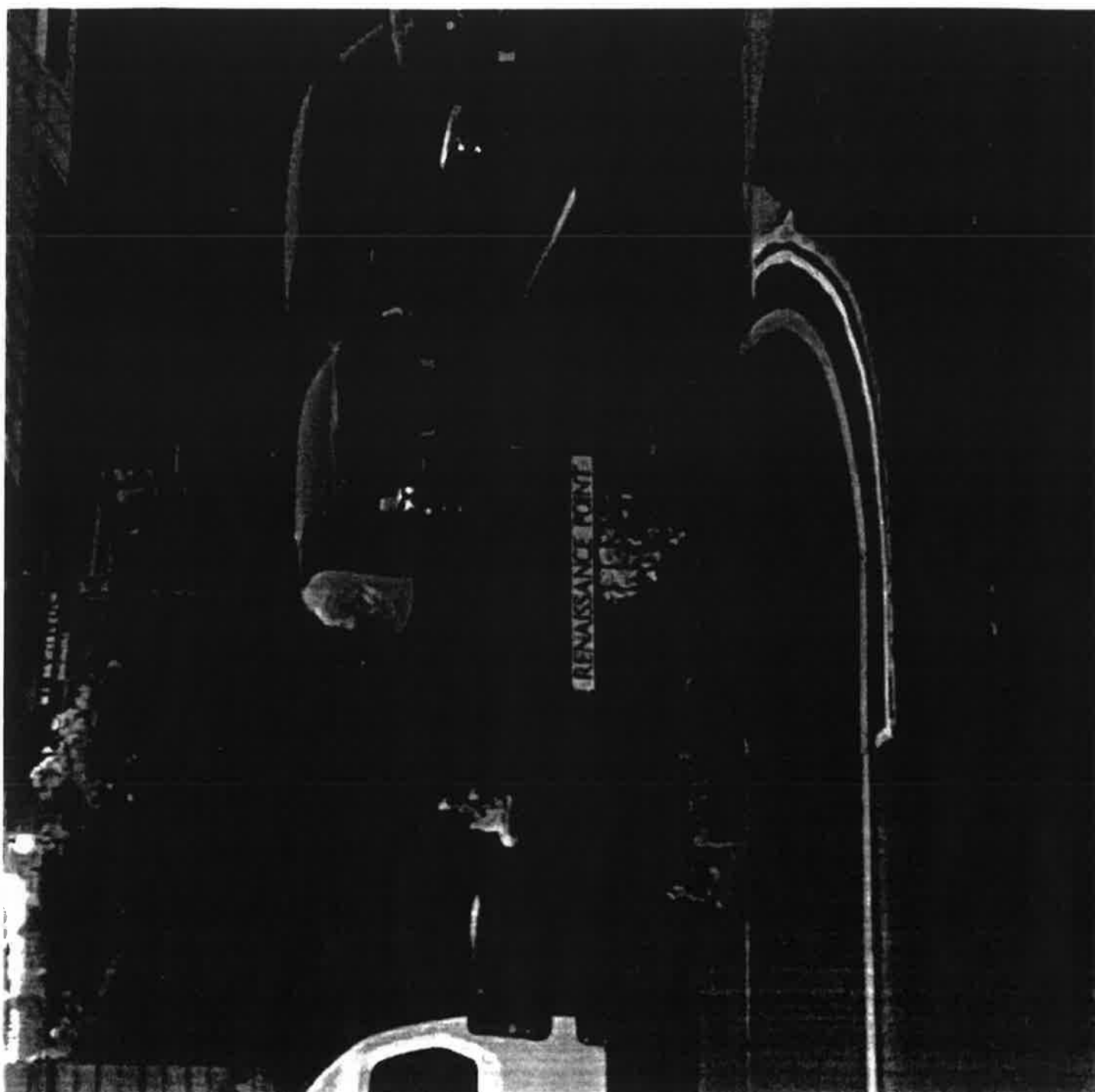
The pub do not even own the land of the so-called beer garden area. People should not be drinking outside AT ALL.

The lads in the second photo all had beer glasses - made of glass - as they left them on several pavements in the vicinity.

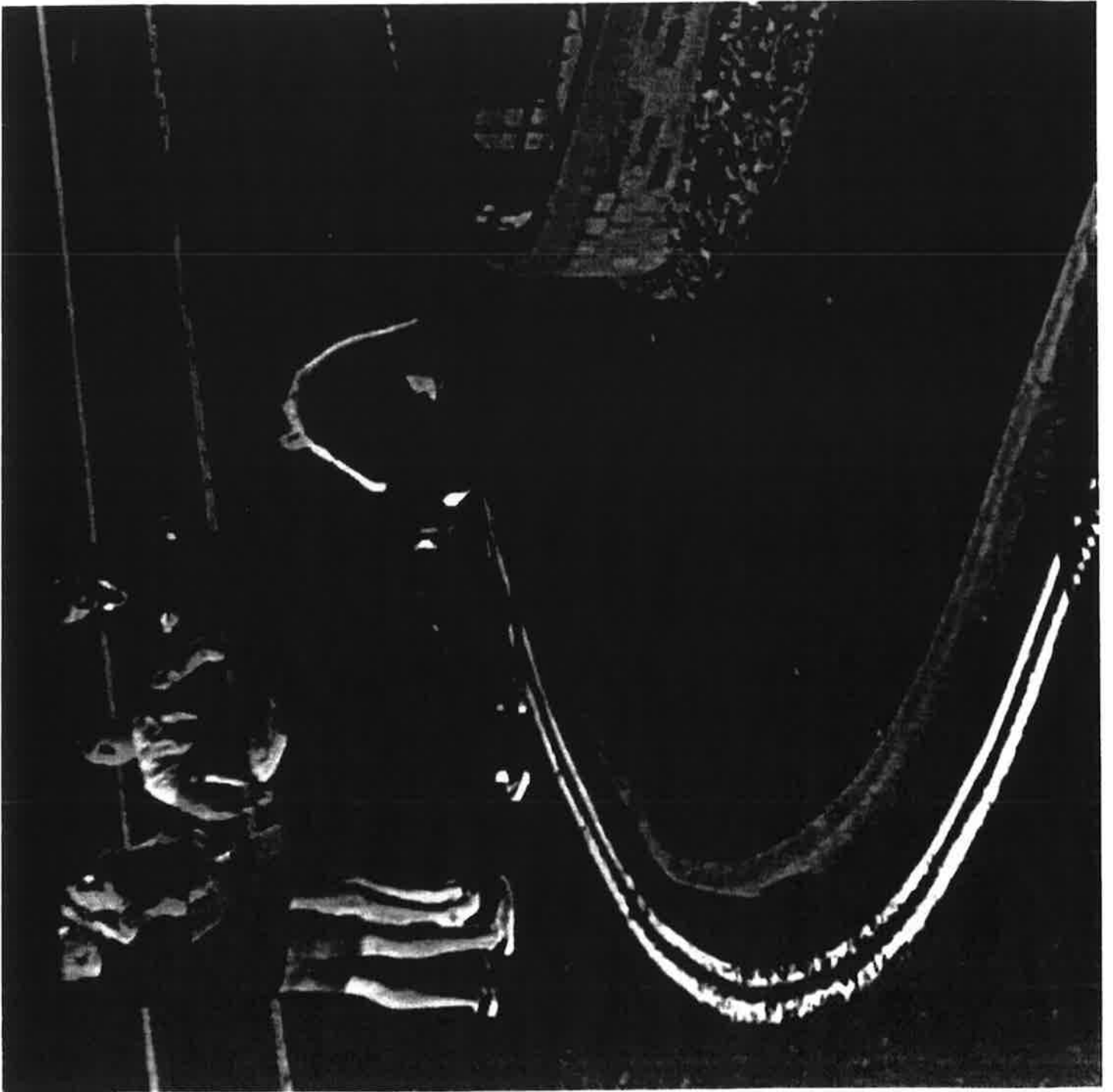
This pub should have its licence withdrawn/curtailed. I videoed the noise at 12ish last night. No residential area should have to put up with that. It's making our lives a misery.

Sent from my iPad









## **Helen Thompson 9776**

---

**From:** Neil Kirkpatrick 5588  
**Sent:** 09 December 2020 14:05  
**To:** Helen Thompson 9776  
**Subject:** FW: How Do You Do pub

Neil Kirkpatrick 5588  
Licensing Coordinator  
Northern  
Ext: [REDACTED]  
[www.northumbria.police.uk](http://www.northumbria.police.uk)

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*'We will do this through protecting the Vulnerable, delivering quality Investigations and applying Problem solving to everything we do to protect the communities we serve.'*

**From:** Lewis Bartoli [mailto:[REDACTED]]  
**Sent:** 09 December 2020 11:15  
**To:** Neil Kirkpatrick 5588  
**Subject:** Fwd: How Do You Do pub

Many Thanks

**Cllr. Lewis Bartoli**

**E:** [REDACTED]

**T:** [REDACTED]

**FB:** lewis4tynemouth

**A:** [REDACTED]

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

**From:** [REDACTED] >  
**Date:** Sat, 26 Sept 2020 at 10:42  
**Subject:** How Do You Do pub  
**To:** Lewis Bartoli [REDACTED] >, Alan Campbell MP  
[REDACTED] >

Good morning,

I realise we are at times of national crisis, and am sure you have many priorities to be considered.

I am writing yet again to express my extreme dissatisfaction at the zero response to a very real issue.

This pub continues to cause appalling nuisance to its residential neighbours. I have hundreds of photos showing the degraded ASB of the clientele.

I now find that the council are "liaising" ( see below) with the pub to give them control of the outside space, following a FOI request from one of my neighbours.

The council may be "liaising" with them - how about some liaison with the residents who are continuing to have their lives RUINED by this pub.

What are you doing about this disgrace????

Details of request FOI2868.

Response received

North Tyneside Council responded to your request on 25/09/20.

I

NTC Response:

The car park (Area A on the plan) is Council owned and has been leased out since 1988 for a period of sixty years. The lease was transferred from the former owner of the public house to DD Investments Ltd when they took over the business. A copy of the lease is attached.

. In respect of the seating area to the front and side of the public house which is within Area B, this is council owned and officers are currently liaising with How Do You Do to put a formal agreement in place for the use of the area. Regarding the part of "Area B" which forms part of the adjacent grassed bank, an application was submitted to use this land to build an external decking area however it was rejected, and no permissions or agreements have been granted.

Sent from my iPad



**WITNESS STATEMENT**

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; MC Rules 1981, r.70)

Statement of: **NICOLA SEYMOUR**Age if under 18: **Over 18** (if over 18 insert 'over18')Occupation: **Inspector 7020**

This statement (consisting of 5 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything which I know to be false, or do not believe to be true.

Signature: 7020Date: 12/10/20

I am Inspector 7020 Nicola Seymour, currently employed as a Neighbourhood Inspector for the North Shields and Whitley Bay policing areas. I am based at North Shields Police Station, Upper Pearson Street, North Shields.

I have served as a police officer for **16** years and have been a Neighbourhood Inspector for the last 11 months. My responsibilities include the management of crime and disorder in the area, safeguarding vulnerable persons and working with partnership agencies to effectively manage and problem solve local issues. My role also includes the management and review of all premises in the area which hold alcohol licenses.

How Do You Do public house is a large premises situated in a residential street. The premise has several neighbouring residential properties some of which are occupied by elderly persons. The current Premises License holder is DD Investments Limited and the Designated Premises Supervisor is KENAN OZKAN. Mr OZKAN has been the DPS since 25<sup>th</sup> July 2019. K He holds a personal license issued by Sunderland Council, license number OOCMPER02276 I have met both Mr OZKAN and the owners due to concerns raised about the location which I will detail below. The premises has a licence for both on and off sales of alcohol, meaning that you can drink on the premises or buy alcohol from the premises to take away and drink elsewhere.

Over the last 5 months Northumbria Police have seen a significant amount of incidents being reported in relation to How Do You Do public house and its customers. The incidents amount to a large rise in crime and disorder occurring at the property and nearby areas.

Signature: 7020

Signature witnessed by: .....

I will list in detail the recent history of anti-social behaviour, disorder and crime linked to the premises. This history is compiled from police records and databases. Some of the content therefore relies on hearsay evidence as it would not be practical to call every original contributor to those databases.

## RECORDED INCIDENTS

### Incident 737 8<sup>th</sup> May 2020 1610 hours.

An anonymous report was received that alcohol was being handed out to people arriving at the location with containers. This report did not identify any breaches of COVID regulations but due to the information a joint visit was made to the location by Neighbourhood officers and the Local Authority. No concerns around the sale of alcohol but advice given regarding ensuring alcohol purchased must be taken away to drink and to discourage any gathering of people at the front of the premises.

### Incident 584 24<sup>th</sup> June 2020 1314 hours.

A local resident reported a breach of COVID regulations. They reported that the premises was open, 30 persons were present and spilling onto the street, being served draught lager and music playing. They reported speaking to the licensee Kenan OZKAN who had stated they would "sort it". Police attended at 1337 hours and found a few adults in the area but not the numbers as reported. Advice was given to these adults and to Mr OZKAN about ensuring and encouraging people not to congregate with drinks outside the premises, that he was entitled to sell alcohol for off sales but people must be discouraged from drinking them outside the bar.

### Incident 1053 24<sup>th</sup> June 2020 1758 hours.

Another local resident reported the premises being open for business with several persons drinking inside. They voiced further concerns about the car park being full and people coming in and out of location. At 1952 hours an officer attended and found people gathered outside but no one in the premises.

### Incident 1101 26<sup>th</sup> June 2020 1824 hours.

A local resident reported a large amount of persons outside the location consuming alcohol which had been purchased from the door of the location. An officer attended and found persons socially distanced outside and drinking responsibly.

### Incident 214 4<sup>th</sup> July 2020 1551 hours.

Signature

*2020*

Signature witnessed by:.....

A police generated incident to record engagement activity with licensed premises on the weekend of opening after lockdown. At 1551 hours, officers reported a large group of 25+ males outside the location under the influence. They had concerns about the potential this group may cause later trouble.

Incident 1076 4<sup>th</sup> July 2020 2048 hours.

A local Neighbourhood officer reported being contacted by Kenan OZKAN who had reported that there was trouble outside the premises, too many people drinking and he wanted them to leave. Police attended, there were upwards of 50 people drinking outside the bar, some very under the influence of alcohol and being abusive to local residents and the bar was cleared and due to concerns about the clientele further service was stopped at the agreement and co-operation of the licensee.

Incident 539 7<sup>th</sup> July 2020 1339 hours.

A local resident contacted the police to discuss their concerns about anti-social behaviour after the large numbers and the disorder they had witnessed on Saturday night and the conduct of the licensee who had become embroiled in an argument with the residents via the business Facebook page. The resident was spoken to via telephone and advice was provided. His concerns were reported to the Neighbourhood team.

Incident 873 18<sup>th</sup> July 2020 1744 hours.

A local resident contacted police to report that the location was busy inside and that 20 persons were now drinking on the street as the outside area was full. The resident stated that she was intimidated by the behaviour, which included swearing, shouting, standing directly outside the residents addresses while drinking. Unfortunately there were no available police resources to attend. The Local Authority CCTV control were asked to monitor the location.

Incident 0870 15 August 2020 1751 hours.

Staff at location requested a police "walk through" as two customers had been arguing inside the location. Further call received from a local resident reporting persons drinking outside in large groups. She further reported an aggressive male and lots of shouting. No resource was available to attend. The resident was re-contacted and reported that the male had left.

Incident 1127 15<sup>th</sup> August 2020 2111 hours.

Staff contacted police to report a large fight outside the location. Numerous further calls were received from residents reporting between 25-40 males fighting in the street. One male was seen

Signature: ..... 7020 .....

Signature witnessed by: .....

to be unconscious on the floor. Police attended by which point the majority of males were dispersing from the area. At 2138 hours the licensee Kenan OZKAN made the decision to shut the bar. Officers entering the location reported excess customers. Approximately 50 – 60 in the street that had clearly come from the bar and no social distancing in place. The officers described the bar as packed with nearly every room full with persons standing shoulder to shoulder. As a result of the incident a crime of affray was recorded.

#### **OTHER MATTERS OF INTEREST.**

5<sup>th</sup> July 2020 – The location was visited by Sergeant 1531 Banks (Neighbourhood Sgt) to discuss issues of anti-social behaviour and overcrowding and the negative issues this caused for residents. OZKAN was reminded of police powers to close premises. He was provided with advice and support on how to prevent issues and encouraged to employ door staff.

8<sup>th</sup> July 2020 – I held a meeting with the licensing officers, owners and DPS OZKAN to discuss the issues which had occurred on 4<sup>th</sup> July 2020 (opening night). It was acknowledged that the premises had been cleared at the request of the DPS however this request was too little too late. It was agreed at the meeting that the DPS would ensure a member of staff outside to control the outside area. Advice was given around limiting the number of drinkers outside, a queuing entry system and a suggestion of door staff or a designated person on the door to prevent the large crowds gathering outside. During this meeting we discussed the concerns from local residents around the impact the ASB outside the premises was having on them. Mr Ozkan assured us that he was doing everything he could to try and repair this relationship and that he would be amenable to some sort of mediation meeting with the residents if the police could assist in facilitation. The meeting seemed positive, all parties agreeing that having a supervisor, whether that be their staff or door staff outside, was the right thing to do and that they had to limit the amount of people outside. Based on the size of the area and the amount of seating Mr Ozkan had a realistic idea of how many should be there and the need to be robust in managing that. The meeting ended with the agreement that at that moment in time we would not be seeking further action as all parties had seemingly taken on board the suggestions. I made Mr Ozkan aware that we would be monitoring and visiting the premises to ensure compliance over the coming months.

12<sup>th</sup> July 2020 – public meeting arranged and led by councillor Lewis Bartolli who had received significant letters of complaint from the residents opposite and surrounding the bar raising concerns around safety, ASB, damage and the perceived lack of action or responsibility from the

Signature: *[Signature]*

Signature witnessed by: .....



owners and the DPS. Numerous residents attended the street to voice their concerns and the councillor wrote to myself and the local authority. The councillor continues to contact local neighbourhood officers and the local authority raising concerns as does MP Alan Campbell.

28<sup>th</sup> July 2020 – The licensing officer held a multi-agency meeting to discuss the Anti-social behaviour issues linked to the location. The DPS reported that they had doorstaff on duty during Friday and Saturday nights with a Challenge 25 policy. OZKAN was shown CCTV and photographs taken by local residents which showed large numbers of young persons in the street , urinating , drinking , shouting swearing.

### **CONSULTATION.**

The ongoing problems surrounding the location have been discussed with the owner and premises supervisor. Despite this engagement and advice it appears that the DPS does not have the necessary skills to effectively manage the location.

When the premises reopened after lockdown restrictions were lifted there was a marked increase in crimes and disorder , in the main public order offences. Numerous complaints and letters have been received from both the community and those with vested interests such as the local MP and councillors.

### **CONCLUSION**

The crime and disorder and associated anti-social behaviour caused by the patrons and linked to the premises is significant, as is documented in this statement and supporting statements.

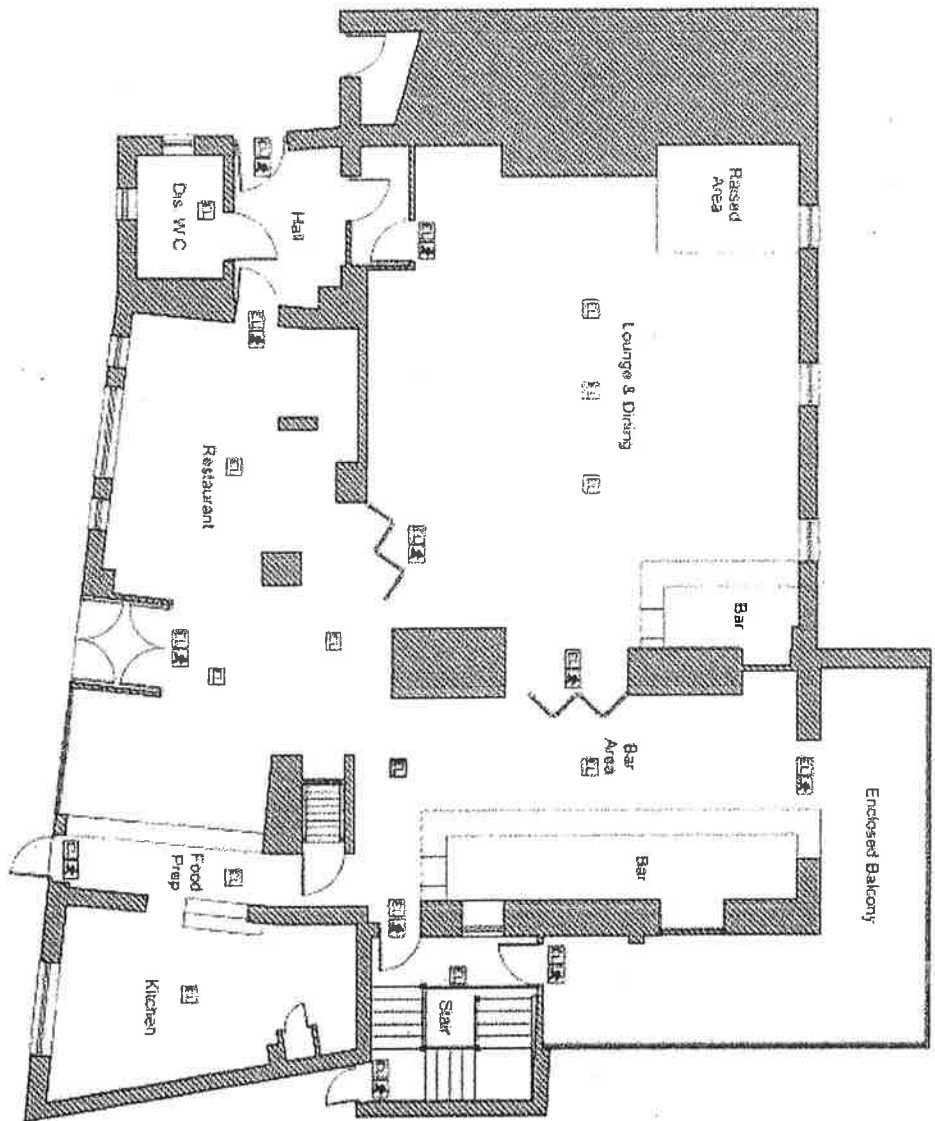
Signature:

7020

Signature witnessed by:.....

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## **APPENDIX 2**

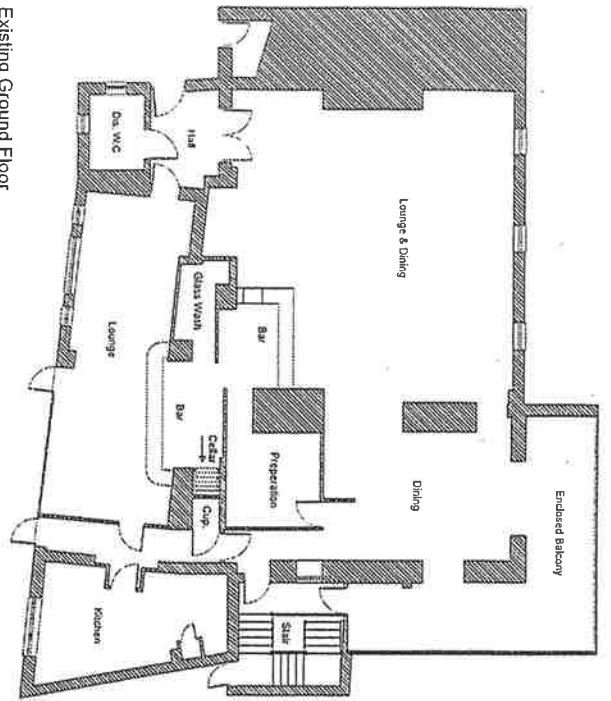


Proposed Ground Floor

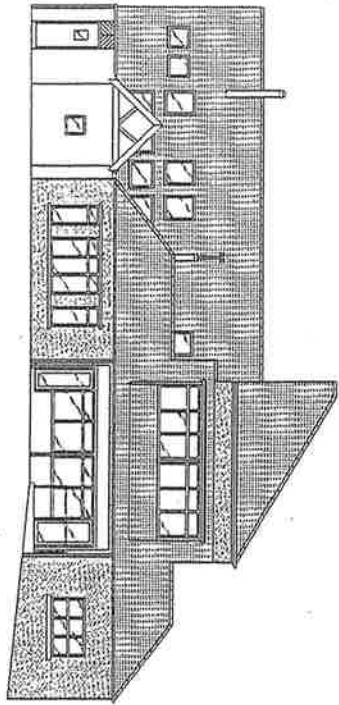
NORTH TYNESIDE COUNCIL  
LICENSING SECTION

26 AUG 2015

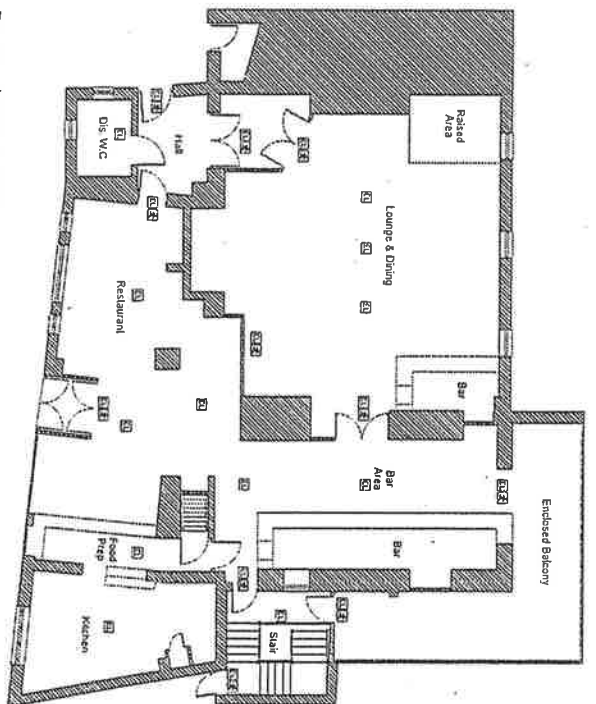
APPROVED



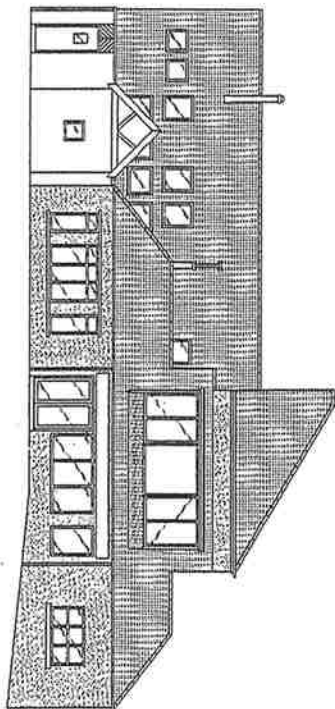
Existing Ground Floor



Existing Ground Floor



Proposed Ground Floor



Proposed Ground Floor



01/05/15

BELL  
THE WOODEN DOLLY FLOOR PLAN  
NORTH SHIELDS

1:100' @ A1

01/05/15

TPA

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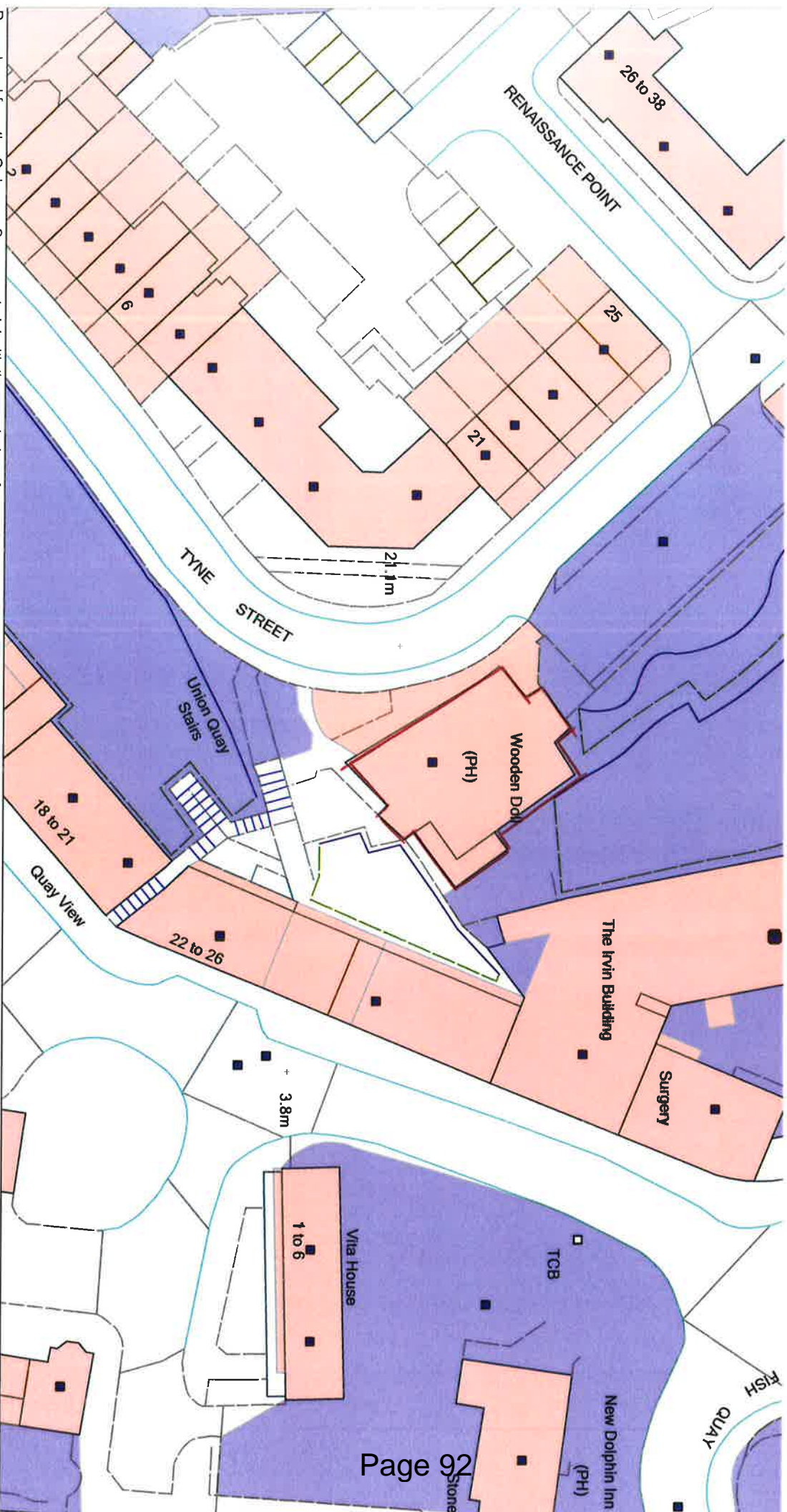
## **APPENDIX 3**

# How Do You Do

Formerly the Wooden Doll



North Tyneside Council



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Organisation	North Tyneside Council	Date	19 January 2021
Department	North Tyneside Council	SLA Number	100016801
Comments		Scale :	1:588



## **APPENDIX 4**





North Tyneside Council

# PREMISES LICENCE

## Schedule 12 – Part A

**Premises Licence number:** 00CK/15/2282

### Part 1 - Premises details

#### Postal address of premises:

**How Do You Do**  
Hudson Street  
North Shields  
Tyne And Wear  
NE30 1JS

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

Not applicable

#### Licensable activities authorised by the licence:

Supply of Alcohol  
Provision of Facilities for Dancing - Indoors  
Provision of Facilities for Making Music - Indoors  
Performance of Live Music - Indoors  
Playing of Recorded Music - Indoors  
Provision of Entertainment of similar description to live music, recorded music and performance of dance - Indoors  
Late Night Refreshment - Indoors

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

**Supply of Alcohol** Sunday to Thursday **From:**11:00 **Until:**00:00 and Friday and Saturday **From:**11:00 **Until:**01:00

**Non Standard Timings:** **From** 11:00 **Until** 01:00 on the Sunday of a Bank Holiday weekend.

**Provision of Facilities for Dancing** Monday to Thursday **From:**19:00 **Until:**23:00, Friday **From:**19:00 **Until:**00:00, Saturday **From:**14:00 **Until:**00:00 and Sunday **From:**14:00 **Until:**23:00.

**Provision of Facilities for Making Music** Monday to Thursday **From:**19:00 **Until:**23:00 Friday **From:**19:00 **Until:**00:00, Saturday **From:**14:00 **Until:**00:00 and Sunday **From:**14:00 **Until:**23:00

**Performance of Live Music** Monday to Thursday **From:**19:00 **Until:**23:00, Friday **From:**19:00 **Until:**00:00, Saturday **From:**14:00 **Until:**00:00 and Sunday **From:**14:00 **Until:**23:00

**Playing of Recorded Music** Monday to Thursday **From:**19:00 **Until:**23:00, Friday **From:**19:00 **Until:**00:00 Saturday **From:**14:00 **Until:**00:00 and Sunday **From:**14:00 **Until:**23:00

**Provision of Entertainment of similar description to live music, recorded music or performance of dance** Monday to Thursday **From:**19:00 **Until:**23:00, Friday **From:**19:00 **Until:**00:00, Saturday **From:**14:00 **Until:**00:00 and Sunday **From:**14:00 **Until:**23:00.

**Late Night Refreshment** Monday to Thursday **From:**23:00 **Until:**23:30 and Friday and Saturday **From:**23:00 **Until:**00:30

**Non Standard Timings: From 11:00 Until 01:00 on the Sunday of a Bank Holiday weekend.**

**The opening hours of the premises:**

Monday to Thursday **From 09:00 Until 00:30**, Friday and Saturday **From 09:00 Until 01:30** and Sunday **From 00:00**

**Non Standard Timings: From 11:00 Until 01:00 on the Sunday of a Bank Holiday weekend.**

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

Both

**Part 2**

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

DD Investments Limited  
27 Beacon Street, North Shields, Tyne & Wear, NE30 1JX

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

08400937

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

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

**Annex 1 - Mandatory conditions****1. No supply of alcohol may be made under this premises licence:-**

- (a) at a time when there is no designated premises supervisor in respect of the premises licence or
- (b) at a time when the designated premises supervisor does not hold a personal licence personal licence is suspended.

**2. Every supply of alcohol under this premises licence must be made or authorised by a person who holds a personal licence****The Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010 - with effect from 1st April 2010 as amended on 1st October 2014**

1. (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 person is unable to drink without assistance by reason of disability).

2. The responsible person shall ensure that free potable water is provided on request to customers where it is reasonably available.

**The Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010 - with effect from 1st October 2010 as amended on 1st October 2014**

3. (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premise 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.

**4. The responsible person shall 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; and

(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.

**The Licensing Act 2003 (Mandatory Licensing Conditions) Order 2014 with effect from 28th May 2014**

1. 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.

2. For the purposes of the condition set out in paragraph 1—

(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.

3. Where the permitted price given by Paragraph (b) of paragraph 2 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.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 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**

1. This licence is granted subject to conditions which reproduce the effect of any restrictions imposed on the use of the premises for the existing licensable activity by virtue of schedule 8, Paragraph 6(8) and 18(5) of the Licensing Act 2003. The restrictions are contained in the following Acts: the Licensing Act 1964, the Children and Young Persons Act 1963, the Cinematograph (Safety) Regulations 1955 and the Sporting Events (Control of Alcohol Etc) Act 1985.

2. This Certificate shall be in operation between the hours and on the days stated below:

Monday to Sunday      11am - 9pm

3. The Justices were satisfied that the area(s) to which the application relates constitute(s) an environment in which it is suitable for persons under the age fourteen to be present.

4. 5 tables to be non-smoking.

Menus to include children's portions.

Safety covers to be fitted on electric sockets.

5. Meals and beverages other than intoxicating liquor shall be available for consumption in the area(s) to which this Certificate relates at all times until 19.00 hours.

6. Signage installed at exits asking customers to leave quietly and have regard for local residents.

7. No children allowed in the bar area after 21.00 hours.



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

**Annex 4 - Plans**

See attached

## **APPENDIX 5**

**From:** publicaccess@northtyneside.gov.uk  
**Sent:** 23 December 2020 07:08  
**To:** Liquor Licensing  
**Subject:** Comments for Licensing Application 00CK/20/2145/LAPRE

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 23/12/2020 7:07 AM from

### Application Summary

Address:	How Do You Do Hudson Street North Shields Tyne And Wear NE30 1JS
Proposal:	Premises Licence
Case Officer:	Susan Vert

[Click for further information](#)

### Customer Details

Name:

Email:

Address:

### Comments Details

Commenter Type: Amenity/Trade/Resident Group Comments

Stance: Customer objects to the Licensing Application

Reasons for comment:

- Fitness of Licence Applicant
- Prevention of Public Nuisance
- Public Safety
- Traffic

Comments: 23/12/2020 7:07 AM I have witnessed many occasions of people using back of the building as a toilet, there has also what appears to be drug use as at back of building.  
The licensee has been abusive to residents of the Irvin Building, and has lied to the police about racial abuse from residents. The licensee has also encouraged people to use private land at the back and side of the Irvin Building, this has resulted in people using this area as a toilet and lots of rubbish has been left in this area .  
The stairs down to the fishquay on left hand side of HDYD is used as a toilet and was very smelly. There has been anti social behaviour from many of the customers with excess noise and abusive language. This is having an effect on residents both in Irvin Building and at Renaissance point.

**From:**  
**Sent:** 23 December 2020 10:41  
**To:** Liquor Licensing  
**Subject:** Re: 00CK/20/2145/LAPRE How Do You Do

\*EXTRNL\*

Hello Gary,

We would agree to our objections being used as evidence but only if we could remain anonymous to all parties that run HDYD.

We are oaps and feel this is necessary for peace of mind. I'm sure you understand this.

Kind regards,

Sent from my iPad

On 23 Dec 2020, at 09:24, Liquor Licensing <liquor.licensing@northtyneside.gov.uk> wrote:

Dear

Thank you for your e mail regarding How Do You Do. As you are aware there is an application from Northumbria Police for a review of the premises licence and we are currently in the consultation period for this application.

Please can you confirm that you wish for your e mail to be considered as a representation(objection) in support of the review. If so, I will add it to the file, and you will be notified in due course of when the hearing will take place.

Kind regards

Gary Callum  
Licensing Officer  
0191 4336903

**From:**  
**Sent:** 22 December 2020 12:10  
**To:** Liquor Licensing <liquor.licensing@northtyneside.gov.uk>  
**Subject:** 00CK/20/2145/LAPRE How Do You Do

\*EXTRNL\*

As a resident of Renaissance Point I am attaching an email that I sent to Councillor Bartoli in November, after he requested feedback on anti social behaviour at these premises. It contains more current incidents than those that I have read on the The North Tyneside Licensing website.

Also I have attached a photo of a customer relieving himself by the exit door of the pub which I feel is very relevant as it was taken on Saturday afternoon when families were also customers.

With the very late opening hours these premises have now developed into a busy nightclub venue and because of the antisocial incidents that have occurred outside the premises I do think that the staff are serving alcohol without responsibility and due care to already very drunk customers. I have seen women very drunk, sometimes alone and disoriented waiting for a taxi after hours.

This is all dreadful for the residents here.

Tier 3 has given us a taste of a peaceful residential location and respite from crime and nuisance that has been cultivated from the licensing at HDYD.

Please see below.

I would appreciate my right to anonymity be upheld but if you wish to discuss this further then please contact me on (

Thank you

Email 01/11/2020

In response to your article concerning anti social behaviour in the area I have to say that I am looking forward to this forthcoming lockdown period.

I am a resident of Renaissance Point and witness the horrendous drunken behaviour that spills out from How Do You Do.

Perhaps I could add more detail to what antisocial behaviour looks like here at the weekends:

- Urinating against the pub walls and in the car park

- Spitting fights in the car park

- Fighting

- Falling over drunks

- Gang behaviour

This is a residential area that is set to increase with more housing planned and being marketed as a very desirable area.

I am sure you are aware of all of this already and are constantly challenging the powers that be and hope you get some results.



**Gary Callum**

---

**From:**  
**Sent:** 24 December 2020 08:04  
**To:** Liquor Licensing  
**Subject:** Licensing review of How Do You Do pub.

\*EXTRNL\*

Dear sir/madam,

I would like to express my concerns about the way in which How Do You Do pub has been managed this year.

The pub is within a residential area but I believe has failed to respect the neighbourhood. The noise from the pub each weekend has been overwhelmingly disturbing - keeping my children awake and preventing me from opening my windows during the summer.

The clientele it has attracted has often been unsavoury and disruptive with frequent littering, loitering, public urination and foul language. I have on many occasions felt intimidated inside my own home as customers have physically fought, broken glasses, and shouted obscenities outside my home.

The pub has caused distress and disruption for me and my neighbours and I would implore you to consider revoking the licence.

Kind regards



Sent from Yahoo Mail for iPhone

## Gary Callum

---

**From:**  
**Sent:** 29 December 2020 13:04  
**To:** Liquor Licensing  
**Subject:** Re: How do you do Licence application

\*EXTRNL\*

Good morning

Thank you for your email. I confirm that I am in support of Northumbria Police's review of the licence for How do you do

Regards

Sent from my iPhone

On 29 Dec 2020, at 10:31, Liquor Licensing <liquor.licensing@northtyneside.gov.uk> wrote:

Good morning

Thank you for your e mail regarding the above premises. Just to clarify, the application brought by Northumbria Police is an application to review the current premises licence held by How do you do.

In light of this, please could you confirm that your representation detailed below, is in support of Northumbria Police's review of the premises licence. Should you confirm this, your representation will be recorded, and acknowledged, and once a hearing date has been set, you will be advised of this.

Kind regards

Gary Callum  
Licensing Officer

**From:**  
**Sent:** 28 December 2020 21:54  
**To:** Liquor Licensing <liquor.licensing@northtyneside.gov.uk>  
**Subject:** How do you do Licence application

\*EXTRNL\*

I would like to object to the above premises licence application for the following reasons  
Social distancing was not observed or implemented when the pub was open. The initial doorman that was employed was ineffective. One weekend a large fight on the street resulted in police being called. With the late opening hours, most weekends, men urinate on the street against the railings and sometimes against cars after leaving the pub.

Ambulances called to the pub two weeks in a row due to customer passing out.

Mainly the objection is anti social behaviour, customers urinating down the stairs near the pub, public walking past, have to walk on the road as customers are standing on the pavements, swearing, fighting, late night Taxi's, etc



Regards

Sent from my iPhone

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**Gary Callum**

---

**From:**  
**Sent:** 30 December 2020 19:16  
**To:** Liquor Licensing  
**Subject:** Fwd: Review of licence of HDYD

\*EXTRNL\*

Could you please add the email below as a public comment on the How Do You Do pub licence review

Many Thanks

**Cllr. Lewis Bartoli**

**E:** \_\_\_\_\_  
**T:** \_\_\_\_\_  
**FB:** \_\_\_\_\_  
**A:** \_\_\_\_\_

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

**From:**  
**Date:** Wed, 30 Dec 2020 at 15:33  
**Subject:** RE: Review of licence of HDYD  
**To:**

During the summer of 2020 after the 4th July we were subjected to unruly and unsociable behaviour which continued until at least 1:30am.

This consisting of neighbours having to see men urinating on walls outside of the pub. Blatant drug use. Spitting contests. Breaking of glasses into the road and NO social distancing whatsoever.

In all the time I have lived here which is 55 years there has always been a public house there but we have NEVER had to put up with anti social behaviour such as the above.

Complaints to the Management fell on deaf ears, I was told it's a bar get used to it!!!

I am therefore putting in writing as advised that the above public house licence be revoked.

Kind regards

**From:**  
**Sent:** 03 January 2021 13:56  
**To:** Liquor Licensing  
**Subject:** 00CK/20/2145/LAPRE - How Do You Do licence review

\*EXTRNL\*

**REF: 00CK/20/2145/LAPRE | Premises Licence | Pending Decision | How Do You Do Hudson Street North Shields Tyne And Wear NE30 1JS**

Please see below that we wish to be added to the NTC Licensing Review of HDYD:

**Submitted by:**  
**Renaissance Point Management Limited (RMP)**  
**c/o Brannen & Partners Managing Property Agents**

This submission is made on behalf of Renaissance Point Management Ltd representing the views and concerns of the residents who live and own property in the adjoining residency blocks of Renaissance Point (RP), North Shields. NE30 1LA

Since DD Investment Limited (27 Beacon Street, North Shields, NE30 1JX) took ownership and management of the premises 'How Do You Do' (HDYD) previously known as Wooden Doll, Hudson Street, North Shields, NE30 1JS and appointing Mr Keenan Ozkan as the DPS, there has been a history of poor management of this premises with regard to the creation of statutory nuisance and contributors to the development of ASB in patrons both at and within the curtilage of the premises significantly affecting adjoining residential occupants.

Over a period of four years (2016-2020), residents from RP have had reason to raise numerous complaints (12 separate matters registered with NTC) and serious incidences of anti-social behaviour, fighting and noise emanating from within the curtilage boundary of HDYD - a mere **30 metres** from RP properties. Matters relating to patrons shouting and screaming outside the premises together with other ASB have been growing in frequency and more recently residents have been witnessed to patrons urinating and defecating in their own residential gardens and against the RP building walls.

Several residents have attempted to raise concerns with both the DPS and DD Investment representatives, but threats of intimidation and racial slurs have been thrown back to some residents who now fear further reprisals from both the owners and the DPS. As well as direct threats from patrons to residents who complain. Never in the history of the RP residential development (build circ.2003) has there EVER been any such incidents occur of this nature.

It is the request of RPM Ltd that due to a failure of the owner to prevent and/or suitably address the escalating ASB and other statutory nuisance matters emanating from the premises known as HDYD, which has been significantly affecting residents for over four years, that the licence for this premises should be revoked for DD Investments Limited and any future granting of an operating licence for this premises must be curtailed to the operating times proposed by Northumbria Police as requested.

Thank-you in consideration.

Director/s

Renaissance Point Management Limited

**From:**  
**Sent:** 11 January 2021 14:39  
**To:** Liquor Licensing  
**Subject:** Re: 00CK/20/2145/LAPRE - How Do You Do licence review

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

\*EXTRNL\*

Good Afternoon,

**Re: 00CK/20/2145/LAPRE - How Do You Do licence review**

Home occupiers from Renaissance Point have requested that additional supplementary comments be submitted through the Directors of Renaissance Point Management Limited in relation to the application of the Licence Review request of How Do You Do by Northumbria Police.

**Text to be added in addition to that of the initial submission by Renaissance Point Management dated 3rd January 2020.**

*"...Up until National COVID-19 lockdown measures were introduced, noise and anti-social behaviour from patrons gathering outside, queuing to access and on leaving the How Do You Do (HDYD) premises was a significant on-going issue. This was particularly noticeable from gatherings outside the access and egress points and from use of the existing 'beer garden'.*

*These points were key issues raised by a number of residents with North Tyneside Council (NTC), specifically during a recent planning application (for extended decking) by the HDYD pub in Hudson Street, North Shields. The application referred to above was refused on a number of grounds, citing noise disturbance to the closest residential properties as one of the key issues. Relevant to this point; a Freedom of Information (FOI) request was placed with NTC asking for confirmation of the extent of legal land ownership/leased land by the HDYD pub in the context of Hudson Street, North Shields.*

*It is understood that the existing land referred to as the 'beer garden' is owned by NTC and not within the control or red line boundary ownership of the pub. It is also understood that there is ongoing negotiation with the owner of HDYD to put a formal agreement in place for the use of this 'beer garden' area.*

*This is clearly not acceptable as the use of the land as an official 'beer garden' was never granted (according to the planning portal search), and merely placing seating on the land without permission is not reasonable. It does not appear that a formal application was submitted; thus consultation with the community was not undertaken correctly, and the due process of the planning system not followed. This is totally unacceptable.*

*Objections from residents to the decking application (referred to above) questioned whether the existing granted licensed operational hours (i.e. 09:00hrs to 01:30hrs Friday and Saturday, and until 00:00 other days) are acceptable, and whether the existing outdoor space owned by NTC was suitable for use as a 'beer garden' given the extremely close proximity to residential properties (around 10m).*

*It is paramount that acknowledgement is given to the fact that there is an history of noise complaints from the use of the 'beer garden' area and the on-going anti social behaviour which the neighbourhood has been subjected to (logged with Northumbria Police, NTC, Councillor Bartoli) demonstrating that the continued use is clearly not aligned with NTC policy. In addition, acknowledgement is given to the fact that the Environmental Health Officer (EHO) who commented on the recent decking application acknowledges this very point in the recently refused application.*

*The matter of ongoing noise complaints, ASB matters from the use of (but not exclusively) the outdoor space until 0130hrs is linked with the inappropriate licensed hours in a predominantly residential area. Residents have a right to a decent neighbourhood, to be consulted on matters that have the potential to have a change to their well-being and could impact their lives in an adverse way. It is not appropriate to dismiss this as 'you chose to live close to a pub'.*

*The NTC DQSPD 2018 refers to the principles of the National Planning Policy Framework (NPPF), which sets out government policies for England and how they are expected to be applied.*

Section 2.2 of the DQSPD states:

Planning policies and decisions should aim to ensure that developments:

"Create safe and accessible environments where crime and disorder, and the fear of crime, do not undermine quality of life or community cohesion".

Fish Quay Neighbourhood Plan (FQNY) SPD Section 5.2.7 ".....**additional disturbance that may arise from late night pub and club uses are not seen as being appropriate for this area, due to residential and business concerns.**"

Other venues around the Fish Quay are limited to shorter licensed hours despite being further from residential property, which seems inconsistent from a licensing point of view. Examples are given below:

**Additional Evidence of Licensed Premises within NTC administrative district and planning applications for licensed premises within the Fish Quay Area.**

Example 1:

Application 19\_01573\_ADV Salt Market Social were requested to devise a Noise Management Plan, and Noise Attenuation Scheme (Condition 21 Ref: 19\_01573\_COND\_21\_NOISE\_ATTENUATION\_SCHEME-660172).

The document requires the applicant to control nuisance from patrons through effective management, noise limiting devices for amplified music, restricted opening hours, specified areas for smoking away from residential areas, security doormen to reiterate the proximity of the development to sensitive neighbourhood residences. These measures are to prevent impacts at the DolphinQuays, a much greater distance away from where the How Do You Do premises are to residential properties.

Example 2:

Another example, The Old Smokehouse (Planning Application Ref: 18\_0974\_FUL) details concerns from Environmental Health (Pollution) for potential noise at residential premises some 30m away, citing noise breakout from amplified music, and from patrons using the proposed balcony area. The officer stipulates a restriction to no later than 21:00 hours for use of the balcony area (also requiring doors and windows to be shut to prevent breakout of internal noise from the building envelope), and licensed hours only until 23:00 hours.

Example 3:

The Engine Room application (Planning Ref: 19\_01145\_FUL) Condition 9 states no external space should be used after 21:00 hours in accordance with Policy DM5.19 of NTC Local Plan. Again this is a proposed development at a much greater distance from the nearest sensitive receptors.

Example 4:

As a final example, Planning Application 16/00569/FUL at Monkseaton Station falls within NTC administrative district and is within the Monkseaton Conservation Area. This public house also has restricted hours of opening until 23:00 hours, with no use of outdoor space beyond 21:00 hours, again the environmental health officer citing these conditions (based on implementing NTC policy DM5.19) to protect amenity at residential properties, some 50m away.

These relevant examples should be taken into account during the licence review given the smaller separation distance from the HDYD premises to residents at Renaissance Point and The Irvin Building, with regard to NTC Policy.

Thank-you in consideration.

Director/s

Renaissance Point Management Limited

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**From:** Liquor Licensing <liquor.licensing@northtyneside.gov.uk>

**Sent:** 05 January 2021 09:34

**To:** '

**Subject:** RE: 00CK/20/2145/LAPRE - How Do You Do licence review

Good Morning

Further to your representation, please see acknowledgement letter.

Kind regards

## Gary Callum

---

**From:**  
**Sent:** 12 January 2021 20:18  
**To:** Liquor Licensing  
**Subject:** HOW DO YOU DO PUB  
**Attachments:** IMG\_6296.MOV

\*EXTRNL\*

Over the last year I have sent dozens of emails to your department regards the ASB from this pub. I hope you are taking these into account at the licence review called by the police.

This was one of the emails

Words are beginning to fail me.

As usual, 3 days/nights of my week blighted by the gross, degraded behaviour of the customers of the HDYD. There were at least 2 very vicious fracas at around midnight. The volume of the abuse was terrifying. I saw at least 5 people urinating outside, I suspect the "girl" in the photo was actually defecating. The wall opposite is now a urinal. A new element on Saturday night/Sunday morning was the vomiting. Next morning I had to come out and swill the street of vomit. And clear broken glass.

The so called 10pm curfew on the outside drinking is 100% not happening.

I saw and photographed 2 drug deals happen - right outside. Car pulling up at speed etc etc - money changing hands.

These people are, in the main, underage/ very very young and on drugs. They have been rampaging up the street - with the abusive language frightening and hateful.

Many of my neighbours are too scared to say anything or take photographs and all have had their sleep disturbed to a degree that is no longer tenable.

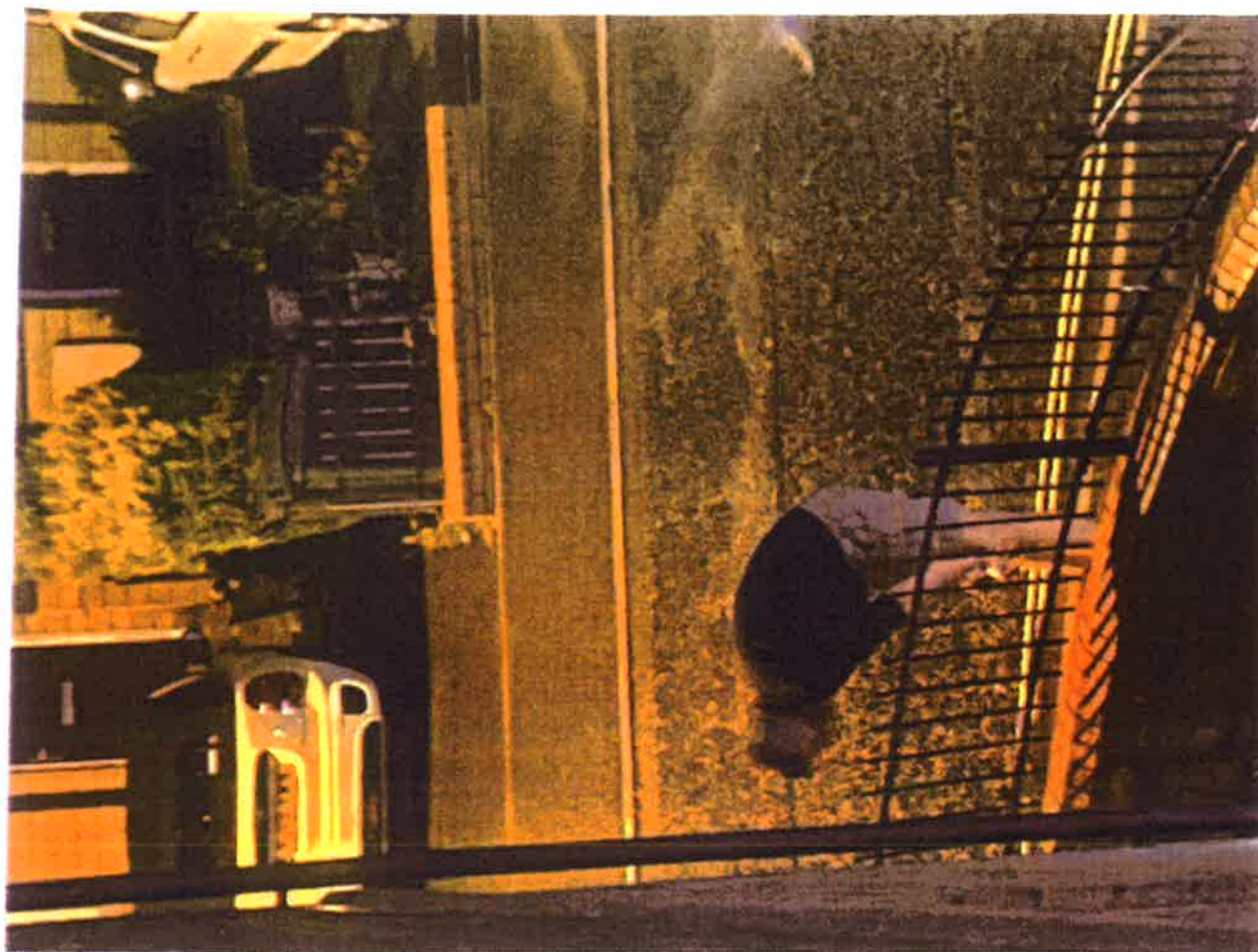
Please let me know what the outcome of the various meetings are? I'm sure the clearing of all the broken glass around the building and the stairs was coincidental to your arranged meeting with them.

I now need to consider my options.

Another flat in my block has gone up for sale. That's 3 out of 6. It's a complete disgrace that people are being hounded from their homes. The dilemma is the area is now becoming notorious For its ASB.

Actually- it already has - when I meet new people and I tell them where I live - they actually sympathise now.

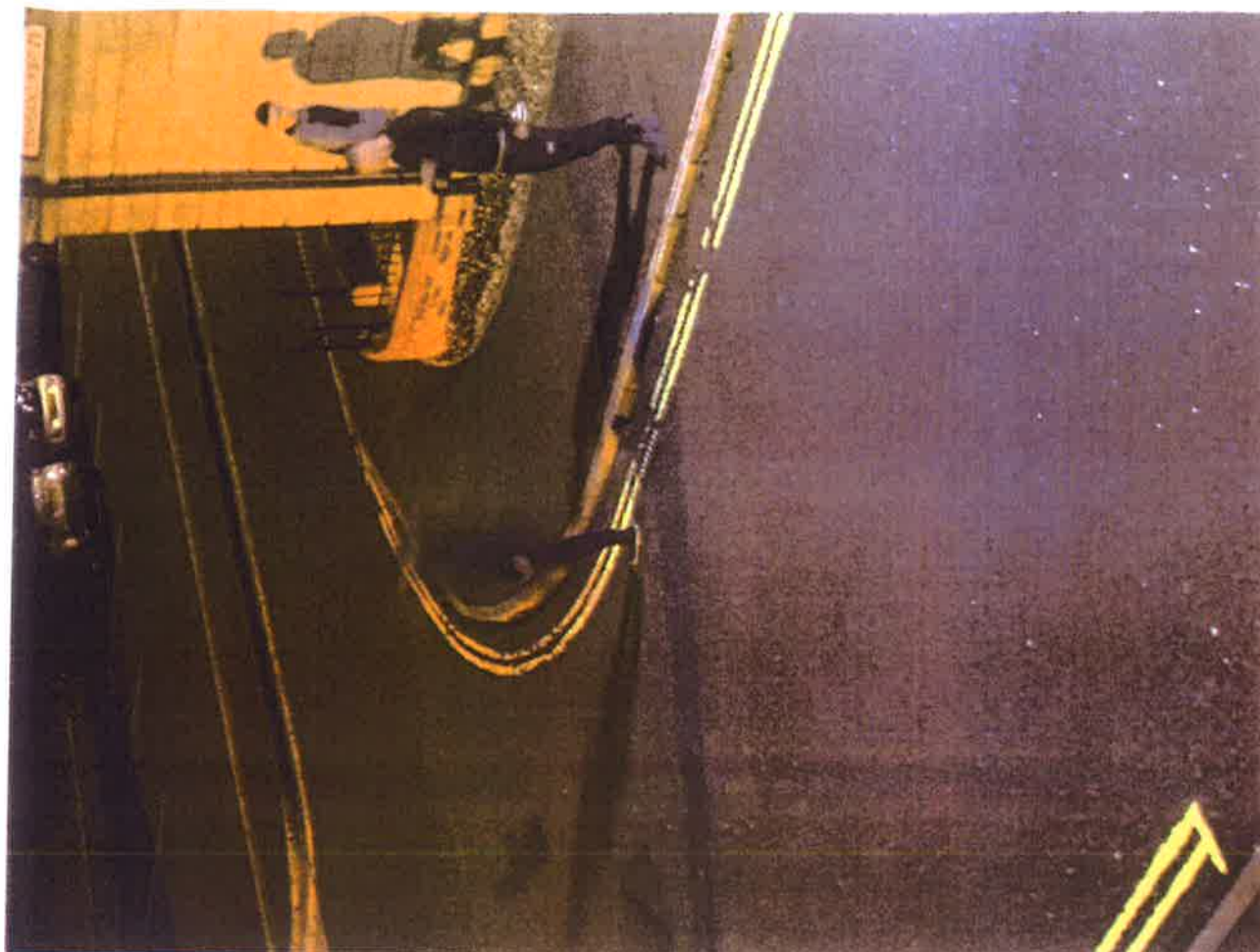
Regards

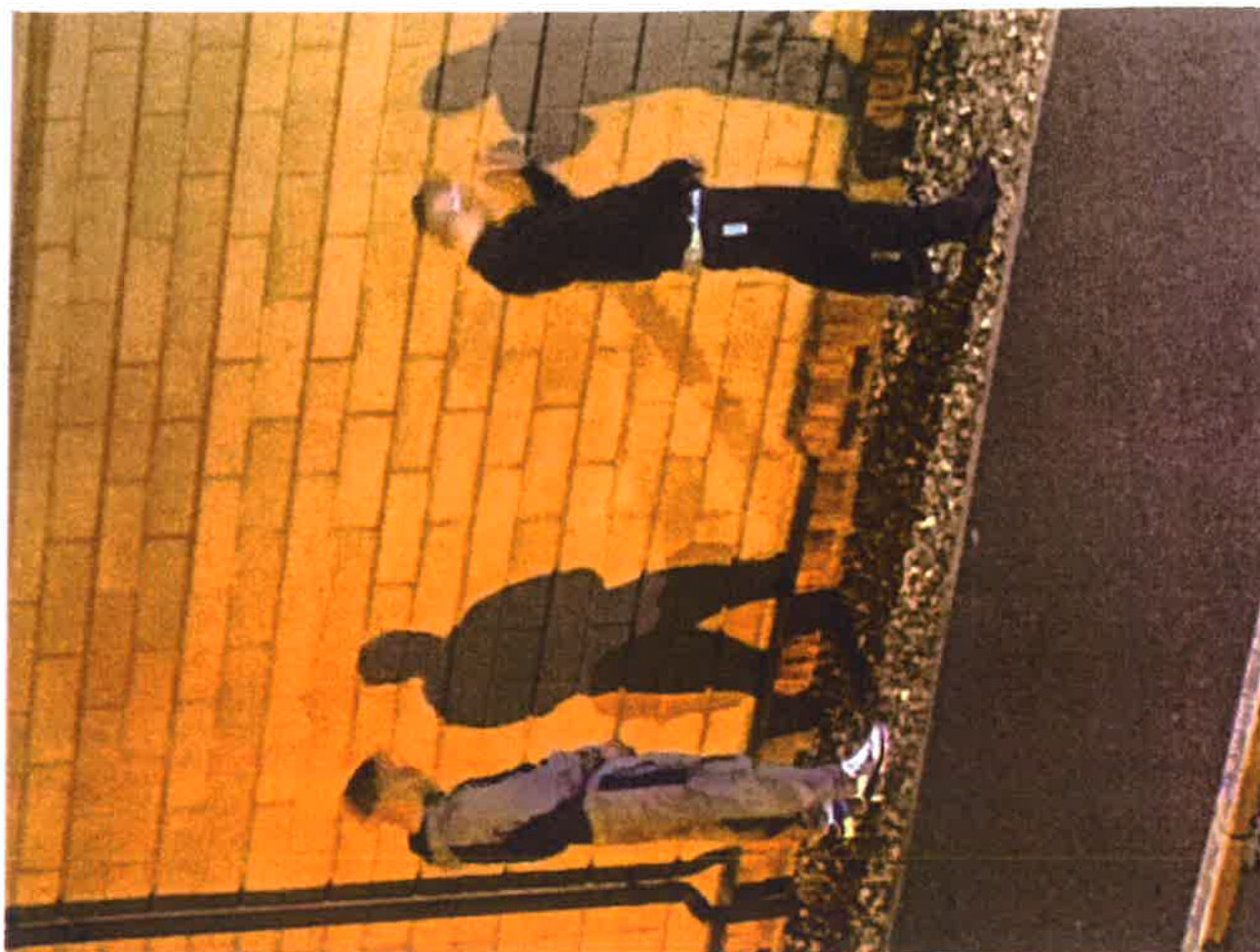












Sent from my iPhone

Sent from my iPad

**From:** publicaccess@northtyneside.gov.uk  
**Sent:** 11 January 2021 19:47  
**To:** Liquor Licensing  
**Subject:** Comments for Licensing Application 00CK/20/2145/LAPRE

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 11/01/2021 7:47 PM from

### Application Summary

Address:	How Do You Do Hudson Street North Shields Tyne And Wear NE30 1JS
Proposal:	Premises Licence
Case Officer:	Susan Vert

[Click for further information](#)

### Customer Details

Name:

Email:

Address:

### Comments Details

Commenter Type:	MAKE REPRESENTATION ie.object or support
-----------------	--

Stance:	Customer made comments in support of the Licensing Application
---------	--

Reasons for comment:	<ul style="list-style-type: none"><li>- Opening Hours</li><li>- Prevention of Crime Disorder</li><li>- Prevention of Public Nuisance</li><li>- Public Safety</li></ul>
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Comments:	11/01/2021 7:47 PM I am in support of the police review on How do you do public house. I have never witnessed police presence at How do you do like it has been from them reopening after the first lockdown even when it was called the wooden doll pub I never witnessed police going there at the volume of police had to attend at how do you do even though it has been a pub for a very long time before they took over. As the owner and licensee has duty of care and responsibility of running the establishment in a proper manner to which is not happening. Also the people that were at how do you do there ages were questionable at the least at the
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weekends when the police had to attend due to in the incompetence of the people running the pub. As the police are not there for businesses to use for crowd control as there was a supermarket had to call the police on a black friday sale year's ago because they could not control the crowd. Which is unacceptable for a business to use police because they are incompetent of running a business. I am also wonder why how do you do has the opening hours they have but there licence hours are worse which I wonder how they got them due to the pub being surrounded by houses. I have screen shots of a conversation off how do you review page to which I do not know who responded to me as it's only down as how do you do. To which they replied I have had it in for them since they opened and from there words is that I do not like foreigners which I replied I do not care about what race or faith they are as I treat everyone one the same. To me I believe he was accusing me of being racist which I am not and never will be as I treat everyone with the respect they deserve.

---

Kind regards

**Gary Callum**

---

**From:**  
**Sent:** 07 January 2021 15:01  
**To:** Liquor Licensing  
**Subject:** HDYD

\*EXTRNL\*

Hi, I'm writing to you to vouch for HDYD.

Which I believe is a great place to drink, socialise and meet friends & family.

I do not agree that, How do you do should lose its license due to a bunch of men having a fight. Nor was it anything to do with them, this fight was outside, and nothing to do with HDYD.

I think this pub has shown great potential of what it brings to North Shields and Fish Quay.

A great Pub that should not lose its license.

Kind regards

**Gary Callum**

---

**From:**  
**Sent:** 07 January 2021 15:01  
**To:** Liquor Licensing  
**Subject:** HDYD

\*EXTRNL\*

Hello I am writing to vouch for the pub how do you do. It is a friendly and safe pub. The men fighting outside the bar had nothing to do with how do you do. It can happen anywhere, at any bar. It's a family friendly pub and a good local business. It would be a shame to take this license away for acts of stupidity.

Yours sincerely,

Sent from my iPhone

**Gary Callum**

---

**From:**  
**Sent:** 07 January 2021 16:04  
**To:** Liquor Licensing  
**Subject:** HDYD

\*EXTRNL\*

To whom it may concern,

I write this email amidst rumours of changing the current Designated Premises Supervisor at How Do You Do in North Shields, I find the reasoning behind this to be absurd and frankly unfair, it is common knowledge that the residents of the close surrounding area have had a vendetta towards any DPS running the venue as they want it closed regardless of who is in charge.

How Do You Do is great for the area, it brings people to the Fish Quay, it is safe, it is family friendly and offers a lot more to the area than what people may assume. Myself personally have never experienced any issues in the venue as it is ran very well by those in charge, and any unfortunate events that may have happened off the premises should not be used as ammunition against those who are running the venue.

The hospitality sector is hopefully looking to bounce back in the near future, it would be a shame for our local area to lose such a big part of ours.

Regards,

Get [Outlook for iOS](#)

## Gary Callum

---

**From:**  
**Sent:** 07 January 2021 17:31  
**To:** Liquor Licensing  
**Subject:** How Do You Do North Shields

\*EXTRNL\*

To whom it may concern,

I am writing in regards to the potential revoke of license for How Do You Do. After seeing news and rumours of this due to events that took place in the summer.

As a regular customer during the summer period this pains me to hear this sort of news. The one incident I recall in the summer was not the wrong doing of the bar or staff and it took place outside. This was a situation based on individuals and could of happened anywhere.

In my own experience I have only had brilliant service from all staff. This bar is a very family friendly place and has replenished North Shields and the fish quay of recent times.

I would be very disappointed if HDYD was punished for the actions of others. I hope this adds some perspective and you will consider this if/when you review this situation.

Kind regards

Sent from my iPhone



## Gary Callum

---

**From:**  
**Sent:** 08 January 2021 18:28  
**To:** Liquor Licensing  
**Subject:** Re: How Do You Do North Shields

\*EXTRNL\*

Thanks for replying.

Sent from my iPhone

On 8 Jan 2021, at 13:35, Liquor Licensing <liquor.licensing@northtyneside.gov.uk> wrote:

Thank you for your representation in relation to the above premises. In order to include your representation, the Council requires your full contact details. Unless there are exceptional circumstances, your written representation including your contact details will be provided to the applicant and will form part of a public agenda which will be available to view on the Council's website. If you do not wish your representation to be made public and/or wish to withdraw your representation please advise me immediately.

If you could please email me your full postal contact details to enable the necessary documentation to be posted to you as and when required?

Regards,

<image001.png>

**From:**  
**Sent:** 07 January 2021 17:31  
**To:** Liquor Licensing <liquor.licensing@northtyneside.gov.uk>  
**Subject:** How Do You Do North Shields

\*EXTRNL\*

To whom it may concern,

I am writing in regards to the potential revoke of license for How Do You Do. After seeing news and rumours of this due to events that took place in the summer.

As a regular customer during the summer period this pains me to hear this sort of news. The one incident I recall in the summer was not the wrong doing of the bar or staff and it took place outside. This was a situation based on individuals and could of happened anywhere.

In my own experience I have only had brilliant service from all staff. This bar is a very family friendly

place and has replenished North Shields and the fish quay of recent times.

I would be very disappointed if HDYD was punished for the actions of others. I hope this adds some perspective and you will consider this if/when you review this situation.

Kind regards

Sent from my iPhone

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**Gary Callum**

---

**From:**  
**Sent:** 11 January 2021 08:11  
**To:** Liquor Licensing  
**Subject:** Re: How Do You Do - North Shields

\*EXTRNL\*

Good Morning Jeff,

That is absolutely fine and I am happy to co-operate.

My full postal address is;

If there is any other details required, please do not hesitate to get back to me.

Many Thanks,

---

**From:** Liquor Licensing <liquor.licensing@northtyneside.gov.uk>  
**Sent:** 08 January 2021 1:37 PM  
**To:**  
**Subject:** RE: How Do You Do - North Shields

Thank you for your representation in relation to the above premises. In order to include your representation, the Council requires your full contact details. Unless there are exceptional circumstances, your written representation including your contact details will be provided to the applicant and will form part of a public agenda which will be available to view on the Council's website. If you do not wish your representation to be made public and/or wish to withdraw your representation please advise me immediately.

If you could please email me your full postal contact details to enable the necessary documentation to be posted to you as and when required?

Regards,

**Jeff Young**  
Licensing Officer



**Capita**

Block C, Harvey Combe, Killingworth, NE12 6UB  
North Tyneside Council

Tel: (0191) 6436903

**From:** .  
**Sent:** 07 January 2021 14:59  
**To:** Liquor Licensing <liquor.licensing@northtyneside.gov.uk>  
**Subject:** How Do You Do - North Shields

\*EXTRNL\*

Good Afternoon,

I am writing to you after hearing rumours that How Do You Do could potentially lose their license due to an event of violence in the summer.

Speaking from the perspective of someone who was a regular customer at the bar whilst the hospitality sector was open during the Summer months, I can safely say I think HDYD is a family-friendly, safe and great bar well ran by its 2 owners.

For all the weekends I spent there in the Summer, I can only recall seeing one fight breakout which was outside the bar. This fight had no relation to the bar itself, as it seemed it was clash of personalities and could have taken place at any other given venue had the same groups of people been there.

It would be a real shame if HDYD was to close as is one of the nicest hospitality venues in North Shields and brings a different option to the table on the fish quay.

Many Thanks for taking the time to read my email,

This email and any attachment are intended solely for the addressee. It may contain information or opinion which is strictly confidential or is legally privileged. If you are not the intended recipient you should not use, disclose, copy, print, distribute or otherwise rely upon the contents of this email. If you have received this email in error please notify the sender immediately by email and then permanently delete this email. This email has been scanned for viruses and inappropriate content by Mimecast Unified Email Management Services. North Tyneside Council does not guarantee this email to be free of any viruses. It is the responsibility of the recipient to ensure that this message and any attachments are virus free. This e-mail may be automatically logged, monitored and/or recorded for legal purposes.

**BEFORE NORTH TYNESIDE COUNCIL, LICENSING SUB-COMMITTEE**

**IN THE MATTER OF "HOW DO YOU DO", HUDSON STREET, NORTH SHIELDS**

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**STATEMENT OF DENISE DAVIES**

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1. I am a director of and a shareholder in DD Investments Limited (CRN 08400937) ("the Company"), which I run with my brother Paul Bell.
2. My brother and I have been involved in property development for some 20 years, initially in partnership with each other and then using corporate vehicles including the Company.
3. Our first venture into the licensed trade was the Ship Inn, on Stepney Bank in Newcastle upon Tyne, which we acquired about 15 years ago. Our general approach is to purchase run-down venues, renovate them and trade them to be profitable before either selling them on or leasing them out. We have bought and sold about 10 units this way. We also own a number of commercial and residential properties.
4. Currently we operate the Shankhouse Sports & Social Club in Cramlington, the Village Tavern in Coxhoe, Co. Durham, and the Farmers Arms in Shadforth, Co. Durham. We also recently purchased another two pubs in Durham and Spennymoor.

5. Paul deals with the property side of the business whilst I deal with the day to day operating of the pubs.
6. The Company purchased the premises now known as "How Do You Do" on Hudson Street, North Shields ("the Premises") in 2013. At that time the Premises were owned by Marston's Brewers and was known as "The Wooden Doll". I was very familiar with the Premises because I live two minutes' walk away. Marston's had operated it as a tenanted pub, and in the years preceding our purchase the lease had changed hands several times.
7. It was a dark and dingy building. There was a food offering of sorts, but the venue was very much music led. At the time of taking the venue on we were aware that the provision of live music had caused issues with nearby residents and there was a history of noise complaints.
8. After acquiring the freehold of the Premises, we operated it for about 6-8 months in its existing style to get a feel for it, its customers and the footfall in the area.
9. However, it was always our intention to rebrand the premises into a more food-led style of operation, with cocktail bar and function facilities which would attract a more mature, family-based clientele.
10. In mid 2015 we applied to vary the premises licence as we were making alterations to the building. Representations in opposition were made by local residents and the matter went before the Licensing Sub-Committee who granted the application.
11. At the time, our friend [redacted] was running a similar style of operation in Whitley Bay, called "How Do You Do". We decided to work with [redacted] to deliver the offering we envisaged at the Premises, so he closed his existing business and we relaunched with him on Hudson Street.

12. We invested over £300,000 in restyling the Premises. This included a substantial amount of sound attenuation work.
13. When refurbished, rebranded and relaunched, the Premises operated with a strong emphasis on food and functions.
14. A lot of its trade comes from afternoon teas (which are a significant part of the business), weddings and baby showers.
15. The Premises is set out over several levels. The entrance on Hudson Street leads into an informal bar area. The bar area attracts a mix of clientele, from local people popping in for a pint, to dog walkers with their pets and so on. The bar area leads on to a small standing area with a bar server and then to a large seating area. This is where the majority of the functions take place. It is set out with tables and chairs. Off the server area there is a raised seating area with full length glass windows looking over the river and out to sea. This area is usually used by diners. We also have an upper floor with a similar outlook, which is generally used by diners or by private parties for smaller events.
16. We always tried to be very sensible about the type of events we host at the Premises. We did not host 18<sup>th</sup> birthday parties, and only rarely hosted 21<sup>st</sup> birthdays. We aimed to cater for an older market.
17. In terms of the operating hours, we generally closed the Premises at around 11pm/11.30 pm. If we were hosting a wedding or on busier weekends we might have traded a bit later.
18. Whilst the premises overlooks the Fish Quay, we were never part of the "circuit" that formed around that area.
19. As we sit at the top overlooking the Quay, and there are access steps down to the Quay from the corner of our building, we do get those who will drop by for

a drink on their way to a night out on the Fish Quay. There does tend to be a steady flow of people moving between the Town and the Fish Quay who use Hudson Street and the access steps, but many do not use our premises.

20. We also see at the end of the night, a number of people come up the steps from the Quay and wait outside our premises for taxis. I assume because it is easier and cheaper to be collected from this point.

21. In around 2018 Paul and I felt that the Premises was trading very nicely. We, therefore, were considering selling it so we could look for new ventures.

22. Keenan Ozkan was introduced to us at that time by a commercial agent. Following negotiations, we agreed terms where we let Keenan into occupation and allow him to trade the Premises whilst the agreed consideration is paid in instalments over 5 years. Upon completion of the instalments being paid the freehold will be conveyed to his corporate vehicle, namely Tanbul Limited.

23. Initially, as further security, we decided not to transfer the premises licence to Mr Ozkan. We would now be happy to do so as we have reached over half the payments due under the agreement. We did however apply to have him named as the Designated Premises Supervisor ("DPS") on the licence.

24. Mr Ozkan has been operating the business since around August 2018. He is to all intents the owner and operator, although until the transaction is completed, he (rightly) consults with Paul and myself about matters such as improvements to the premises, planning applications and so forth. Our involvement in the day to day operation is therefore quite limited. However, I frequently visit the Premises as it is very near to my home, and I will speak to Mr Ozkan on a regular basis.

25. Mr Ozkan has run the business in the same style and manner as we did. Prior to the closures caused by the pandemic, it has been very successful. I am not



aware of any issues that have been raised with the running of this Premises until the bringing of this application for review.

26. I am aware that what I consider to be a small number of local residents have raised issues with HDYD. These problems seem to have started initially in response to Mr Ozkan's application for planning permission to erect a decked seating area on the bank next to the stairs. During the pandemic residents have also made complaints that, from what I perceive, do not appear to have any substance.

27. The pandemic has been a very difficult time for operators of licensed venues as rules have regularly changed over the last 10 months.

28. I am aware of all the hard work that Mr Ozkan has put into the operation of the Premises so that he can trade safely and in compliance with the law. He has sought advice where necessary and I understand has had his systems reviewed and approved by the Licensing Authority.

29. I believe that Mr Ozkan is a good operator. He had no issues at the site until 4 July (a day that many operators had issues), and I'm not aware that he has had any between then and 15 August or between 15<sup>th</sup> August to date.

30. I understand that there has been a pub on the site where the Premises stands for over 400 years. It has a fantastic location overlooking the Fish Quay between the High Lights and the Low Lights, with spectacular views over the Tyne and out to the North Sea.

31. Over the last 20 years there has been much development in the immediate area, with many residential premises being newly built or converted from warehouses and other buildings. There has also been significant commercial development in the area with many buildings being converted to cafes, restaurants, and bars, particularly on the Fish Quay.

32. As the former operator of the premises and as a close neighbour myself, I am aware that the vast majority of residents in the area have always been very accepting of the fact they live in a mixed residential and commercial area.

#### **8 July 2020**

33. After the incident on 4<sup>th</sup> July, I attended a meeting with my brother and Mr Ozkan at the Police Station on 8 July 2020. We met with Inspector Seymour and Mr Kirkpatrick. We discussed that the presence of crowds of people in the vicinity of the Premises, and the North Shields area generally, was an entirely new development, due to the lifting of lockdown. To address this, it was agreed that the Premises would engage a door supervisor at weekends. The Premises have never needed door staff before.

#### **28 July 2020**

34. I attended the multi-agency meeting on 28 July 2020. There was much discussion about complaints officers had received that people were urinating against walls, broken glass and litter. The officers produced photographs showing this. In response Mr Ozkan was able to produce photographs and CCTV footage showing that the issues were not related to the Premises. For example, in respect of an allegation of a customer urinating Mr. Ozkan showed video evidence of the person in question coming from the direction of the Town proving that he had not been a customer of the Premises. The meeting seemed to resolve with the Council being satisfied that the Premises were being well run.

#### **Communications after 15 August 2020**

35. I am aware that Neil Kirkpatrick, Licensing Co-ordinator for Northumbria Police telephoned Paul on 17 August 2020 to complain about an incident at the Premises on 15 August 2020. Paul informs me that Mr Kirkpatrick demanded

that Mr Ozkan be removed as DPS, and that if he was not removed he would consider reviewing the premises licence.

36. I am informed by Paul that he told Mr Kirkpatrick that Mr Ozkan was halfway through a payment programme for purchasing the freehold, and indeed we were looking to transfer the licence to him, and that therefore he would need some time to think about this.

37. Paul and I discussed the matter. We decided to wait and see what happened. As we heard nothing further from Mr Kirkpatrick, we thought that he was not pursuing this. Since the incident on 15<sup>th</sup> August, I'm not aware of any other issues at the Premises. Paul and I have not been contacted by any Council or Police officer since that time. When the application for a review was made in December 2020 it, therefore, came as a complete shock to us.

38. I believe that the contents of this statement are true.

Signed: - DENISE DAVIES

Dated: - 31 January 2021

**BEFORE NORTH TYNESIDE COUNCIL, LICENSING SUB-COMMITTEE**

**IN THE MATTER OF “HOW DO YOU DO”, HUDSON STREET, NORTH SHIELDS**

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**STATEMENT OF KEENAN OZKAN**

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**Background**

1. I was born in Turkey on 19 March 1973. I am now 47.
2. I read Economic Finance at Dicle University in Turkey. I spent my early career working in customer services in holiday resorts before moving to this country in 1999.
3. I have worked in the hospitality sector for over 20 years, primarily in hotel management. I have held the following positions:
  - Manager at Edinburgh Moathouse (3 years),
  - Manager at George Washington Hotel (3 years)
  - Senior manager at Ramside Hall Hotel (3 years)
  - Senior manager Village Hotel (4 years)
  - Senior manager at Copthorne Hotel Newcastle (4 years).
4. My brother, ' ' and I decided to set up as partners with our own hospitality business.
5. Between us we now own several licensed venues including: -
  - Martinos in Peterlee (operating as a cocktail bar and restaurant with 200 person function room)
  - The Oven in Darlington (operating as a restaurant).
  - Istanbul in Manchester
6. We also have a residential property portfolio.

7. In 2018 I was offered the opportunity to buy "How Do You Do" on Hudson Street, North Shields ("the Premises"). It was in a great location overlooking the Fish Quay. The style of operation fitted well with our other venues. There was no significant work to do on the premises.
8. My brother and I decided to take this opportunity. I agreed with the owner, DD Investments Limited and its directors Denise Davies and Paul Bell, to buy the freehold with the purchase price to be paid by instalments over 5 years. When all the payments are made the freehold will be conveyed into a limited company owned by my brother and myself.
9. Part of the agreement was that I was permitted to enter into occupation immediately, and I took over the running of the Premises in August 2018. I was named as Designated Premises Supervisor ("DPS") on the licence. I have been running the Premises since then. I have done so in the under the same brand and in the same style as previously operated by DD Investments.

## **Location**

10. The Premises are in an elevated position overlooking the Fish Quay, with views across the River Tyne and out to sea.
11. I understand that the area has always been home to several licensed venues, but in more recent times many of those have changed hands and new licences have been granted. The area now has a wide variety of cafes, bars and restaurants which attracts a wide mix of people with daytime and evening offerings.
12. Our location is somewhat unique in that we sit above the Fish Quay. We are halfway between the town at the top of the hill and the Quay at the bottom which is connected by a set of steps which goes from the Quay and emerges at the corner of our building.
13. As a result, we do have quite a lot of people walking past our venue. However, whilst there has been quite a circuit or pub trail developed in the area, this does not generally include the Premises.
14. Our offering tends to be towards catering for functions, afternoon teas and family gatherings. The clientele we attract tend to be families and mature persons with a little bit of money to spend.

15. Our location at the top of a steep hill and our general style of operation generally deters those who drink on the Fish Quay. This suits us.
16. There is a small outside area to the front of the Premises. It is triangular in shape and usually has 7 tables with benches which offers seating for 40 people.
17. I am aware that this outside seating area has been in use for many years. I understand that Paul and Denise always utilised the seating area when they ran the Premises and I have continued to use it for my customers since taking the Premises on. The use of the area has not created any issues as far as I am aware.
18. The outside seating area is not regularly used after 9pm. The sun goes off it relatively early. Until the pandemic I have not had any need to actively manage the area.

#### **Planning application**

19. In December 2019 I made an application for planning permission to add decking onto the side of the Premises. This is on an area owned by the Council. I had several thoughts as to why this would be a good thing to have. Firstly, the Council wall at the top was starting to fall down and was starting to give way right next to the Premises, undermining its safety. Secondly the Council's land was always covered in litter and was an unattractive mess for both my guests and the residents of the area. Thirdly, it would be a facility for my customers.
20. I received vigorous opposition to the planning application from local residents. This included one resident telling me to my face that he would do everything in his power to make sure I never got planning permission. A group of residents started leafleting houses encouraging others to object. I was informed by other residents that a WhatsApp group had been set up by those who were spearheading this campaign.
21. In the event the application was refused by a decision dated 13 May 2020. I accept this and am not seeking to appeal the decision of the local planning authority or to reapply.

#### **The first national lockdown**

22. Pubs were required to close on 21 March 2020 and the first national lockdown followed a few days later.
23. We tried to operate a takeout service for a couple of days after national lockdown came into force but decided it wasn't worth it so had made the decision to close. My initial view was that the Premises was not suited to provide takeaways (as was permitted under the Regulations) and I did not do so.
24. Instead we took the opportunity to carry out some refurbishment works. Since March we have painted and decorated, refurbished all the floors, laid new carpets, replaced and updated all the sanitary facilities, put in a new kitchen and new furnishings.
25. Despite not trading, I became aware that certain residents were making reports to the Police and the Council that the Premises were breaching the Regulations. This was not the case. It seemed to me that there was a connection between these unfounded reports and the campaign against my planning application.
26. A particularly distressing feature of this campaign was residents taking photographs of the premises, myself and my staff. This was intimidating and was upsetting and disturbing to my staff and myself.
27. I had totally had enough of this and rang my local Mayor. His response was to speak to the Council or the Police. I spoke to the Council who told me it was not their issue to deal with and that I would be better off speaking to the Police. I went to speak with the Police and raised the issues that I was having.
28. A Police officer named Chris came to visit me. I showed him where the residents were taking pictures from and showed him around the bar. He went across to the residents at the Irving Building (a converted warehouse to the south of the Premises) and spoke with them. After some time with these residents after he had sat on the roof garden with them, the police officer, Chris, returned to me and told me to just ignore them as the residents told him they did not have an issue with myself or my business.
29. A few days later I was walking behind my building with my young daughter and her mother, when a resident started to shout abuse at me from the rooftop garden. She was rude and swearing in front of my little daughter. I ignored this issue and reported it back to the Police.

30. The residents then continued to phone the council and police about alleged illegal work that I was supposedly carrying out. I kept getting told I should just ignore this behaviour from the residents. I eventually had enough of this and got into contact with Kim McGuinness who is the police and crime commissioner. I told her the issues I was having and what I had done in order to get this reported to the Police and to get this dealt with.

31. While this was going on I sent photos to the Licensing Authority to prove that there were no issues with the bar and that we were doing everything that we should be. As time went on I kept having the same issues with the same few residents and officer Chris asked me if I was happy with the outcome and how it was dealt with. I said I was not and that I wanted to speak with the Sergeant to try and get some progress with this and to stop getting harassed by the residents. The situation with the residents became worse and they were ruder and more aggressive with me once the Police had been around to speak with them.

#### **8 May 2020**

32. The first "reported incident" on which the Police rely in this application is one on 8 May 2020. My understanding is that residents complained that we were illegally selling drinks and as a result the Police attended the premises.

33. In actual fact it was V.E. Day, and on that day I decided to give away some of my stock for free to residents in the street who were having socially distanced gatherings for the V.E. street parties. Some of those residents had kindly asked me to join their party and as I had stock which was getting near its "sell by" date I thought it would be a nice gesture to give the stock away. The local residents who benefited from this can verify that.

34. The Police officers who attended acknowledged that I was doing nothing wrong.

35. In the period up to 24 June 2020 I believe I received four visits from the Licensing officer Kevin Nolan, two calls from Councillor Jackson, two visits from the Police and one from another Licensing officer. These all related to allegations from the residents that we were doing works on the decking which we were not. After each visit the officers left satisfied that we had done nothing wrong.



## 24 June 2020

36. In June we started to prepare to re-open the premises for off sales of food and alcohol. We carried out a risk assessment which I shared with Paul Bell of DD Investments. Together we worked out the best Covid-19 safe working arrangements and this was all documented. It was all carried out in line with Government Guidance.

37. We opened for business on 24 June 2020. Carol from the Council's licensing department accompanied by two police officers attended the venue on that day. Carol said they had come to check that I had all the correct risk assessments and social distancing measures in place in order to re-open when the restrictions were lifted. She was happy with our risk assessments and did not suggest any changes to them.

38. Shortly before Carol and the other officers arrived, we had 6 young people come up the steps from the Fish Quay. They bought takeaway drinks and had food with them that they had bought up from the Fish Quay. They sat down on the benches in the seating area to eat their food. As soon as I was alerted to this I quickly went outside, moved them on and then moved the benches so that people were not able to sit on them so that we were still following COVID rules. I told Carol what had happened when she arrived, and she approved our actions.

39. As this was occurring more police officers arrived, including Sergeant Phil Banks, as the residents had complained about us once again. To begin with, we seemed to get off on the wrong foot. Sergeant Banks was quite abrupt at first and seemed to have made a decision about me and was not willing to give me the time to let me speak or explain what we were doing to comply with COVID rules. In the end we spoke for some time regarding the challenges of customers drinking outside the Premises and he proceeded to help me with this and provided me with some advice as to where people could and could not be when they were taking drinks away from my premises. We both apologised to each other for getting off on the wrong foot and left on good terms.

40. I note that neither of the two "reported incidents" on that day that the Police rely on in bringing this application refer to any wrongdoing on my part.

## 26 June 2020

41. The next "reported incident" on which the Police rely in bringing this application is on this date. The report was that people were drinking inside the Premises. This would not have been happening because we were complying with the law. I note that no persons were found inside when the Police visited.

#### **4 July 2020**

42. The closure of pubs for on-sales was to be relaxed on 4 July 2020.

43. I had continued to prepare my premises for the full reopening on 4th July. I had been working with the local authorities and a Police officer called Chris (Shoulder Number 1704) in order to make sure that everything was in order and that we could safely reopen and follow the COVID guidance. Obviously this was a difficult day for the licensed trade, as no-one knew how the public would react to the pubs reopening after being closed for 12 weeks or so.

44. On 4 July we re-opened at around 12 noon and everything went smoothly during the day with everything being well controlled by myself and my team.

45. Unfortunately, in the evening (a famous local music star) turned up outside the venue with a large group of people. They were carrying drinks and bottles in their hands from other bars and, therefore, we did not let them in. We explained that they could not sit outside and drink the drinks they had brought with them and that the premises were already at capacity and we were not allowed to let any more people into the building.

46. However, they continued to congregate outside for some time. We did not employ door staff and there was not much we could not do about this. As a result, I texted my police contact, Chris, and asked him just to come around and show his face so that they knew we were in control.

47. As they were not moving and there was no Police support available, I made the decision to close the Premises early before anything got out of hand. We closed at about 7.45 pm. As I took steps to get everyone out and away from the Premises, the Police started to arrive in large numbers. Unfortunately that seemed to make the situation worse. The Premises was however cleared.

48. Very regrettably on 4th July there was an incident where a local resident racially abused one of my members of staff. This was not the first time this resident had made trouble: he had come in on 24 June 2020 shouting and being very rude to the same staff member, although on that occasion he had come back to apologise. This time, however, he had gone further and been racist. This matter was reported to the police.
49. This was very dispiriting to me because this resident had been a regular customer of the Premises, and indeed we had let him use our car park, lent him tools when he needed them. and let him check our CCTV when his bike was stolen. I feel as if the campaign against the Premises turned him against us.

#### **Licensing visit on 5 July 2020**

50. The Premises was visited on 5 July 2020 by Sergeant Banks and we had a discussion. The focus was very much on the control of the external part of the Premises following the issues that had arisen the day before.

#### **Meeting on 8 July 2020**

51. After the incident on 4h July, we were invited to a meeting with the Police. A meeting took place on 8 July 2020 attended by myself, Denise Davies, Paul Bell, and Mr Neil Kirkpatrick and Inspector Nicola Seymour of the Police. Mr Kirkpatrick said he was concerned about the situation and advised that we employed door staff on weekends so that they could control visitors to the Premises. I agreed to do this. We also discussed the numbers that should be in the external area when we were trading. It was agreed that we were allowed a maximum of 6 persons per table in the main external seating area, that we would have a maximum of 14 people in the area to the left of the exit door, and that after 10pm nobody was allowed outside unless they were leaving.
52. I immediately engaged door staff for a Friday and Saturday night. Their role was to control entry to the premises at the front door, which is situated at the front of the premises by the external seating area, to check ID, as per our Challenge 25 policy, and supervise the external areas.

53. I also had extra signage made for the front of the building reminding customers to keep the noise down and respect the neighbours as they left the Premises.

### **Councillor meeting**

54. On 12 July Councillor Lewis Bartoli arranged an outside meeting for residents to discuss issues with HDYD. I was not informed of the meeting or invited to it by Councillor Bartoli. If I had been asked to attend I could have tried to sort things with the residents. We could have discussed what actions needed to be put in place and what the residents' thought we could do to help the situation. I found out about the meeting from a local resident and Paul and Denise attended to observe.

55. In the meantime, the Police and Licensing Authority kept on visiting my premises to check compliance with the COVID regulations and risk assessments. I provided all the documents that Stephanie at the Licensing Authority asked for and they were happy with everything that I was doing and that we were working COVID safe.

### **18 July 2020**

56. The next "reported incident" in the Police evidence is on this day but I am not aware of any issues. The premises were being run in accordance with the approved risk assessments. That evening Councillor Bartoli was outside the Premises. I spoke with him and he said he did not think there was too much noise here, and everything seemed to be alright. He noticed that noise was coming up from the Fish Quay and also the Low Lights Tavern. He said he would attempt to build a bridge between residents and myself.

### **Further meetings**

57. On 24 July 2020 there was a meeting at the Premises between myself, Denise Davies and Councillor Bartoli. I would describe this as positive and constructive.
58. On 28 July 2020 myself, Denise Davies and Paul Bell had a follow-up meeting in the Premises with Mr Kirkpatrick, two police officers, Stephanie (the licensing officer from the Council) and Clair (an Environmental Health Officer). I shared with them risk assessments and some photographs and videos to show that we had been operating

safely and correctly in line with the COVID way of working. They were happy with what I provided and our willingness to continue to work very closely together.

## **15 August 2020**

59. The Premises was trading normally on 15 August 2020. We had one doorman supplied by T3 Security. His role was, as previously stated, to control entry, to check IDs and to supervise the external seating area.
60. It was the floor manager's role to control internal capacity at the Premises. At the time both bookings and walk-ins were accepted. On the evening in question, I was the floor manager.
61. The maximum customer capacity of the ground floor under the COVID risk assessment was 100, with a further 20 on the first floor.
62. Part of our COVID risk assessment involved a one-way system with persons exiting at a side door.
63. During the evening, an argument started in the smoking area to the Premises between a customer and a passer-by, who had some personal grudge against that customer. I got the customer inside for his own safety and instructed the door supervisor not to let the passer-by in. He would not leave. I therefore telephoned the Police and asked them to come around and show their presence. Denise was at the premises, and I handed the telephone to her so she could follow this up, and I could concentrate on managing the Premises. Eventually one of the passer-by's friends came to take him away and the incident resolved itself. Other than this there was no issue at that time.
64. Later that evening, at about 9pm, I could hear an argument going on outside the Premises. I went outside to see what was going on when groups of people started to fight with each other on the pavement up on Tyne Street. There were about a dozen people involved. They were not customers of my Premises.
65. For the safety of my guests that were sitting in the external seating area I asked them to move inside so that they did not get caught up in the altercation.

66. There were appropriately 60 people inside my Premises when the fight started. They were all seated. I was trading the ground floor only. I let in about another 30 or 40 persons who had been sitting outside. I let those people come in as a precaution as I was concerned for their safety. I was still operating within the capacity I needed to comply with but once those customers came in I told the manager and door supervisor not to let any more people inside.
67. I called the Police as soon as I saw the fight start as I felt it was my duty to do so and make sure everything was dealt with.
68. The Police arrived and came into the Premises. From the outset the police officer who took control was quite agitated. She was not letting me talk. She repeatedly told me I would have to close my bar. I was confused as to why the Police wanted to close the Premises, when the incident was outside and was nothing to do with the Premises. However, in view of the Police requests, I decided to close the Premises and told the staff, not to serve anymore.
69. A Police Sergeant arrived a few minutes later. As can be seen from the bodycam footage, by this point many of my customers had already left.
70. I did my best to explain to the Police Sergeant what had happened, and answer his questions, although I kept being interrupted by the police officer, who talked over me. She said that "hundreds" of people had been in the Premises. This was simply not the case: in accordance with our risk assessment we had seated customers only according to a capacity limit. I confirmed to the Sergeant that I had already decided to close the Premises which can be seen on the bodycam footage was now virtually empty of customers.
71. At no point did the Police ask for copies of the CCTV recordings for that evening.
72. Since 15<sup>th</sup> August I traded the Premises without incident until the second lockdown came into force on 5 November. I did receive many visits from licensing and environmental health officers and the police during this period, virtually on a weekly basis. No issues were raised with me.
73. I have not traded the Premises since 5 November because when the country came out of lockdown we were in Tier 3.

74. I was very surprised to get the review papers in December 2020. If I had known earlier that there was going to be a review I could have preserved CCTV footage of the night of 15 August 2020, but that footage has been erased because the drive only retains a certain amount of footage.

## **Conclusion**

75. Since coming to North Shields I have found that many of the local neighbours are very pleasant and have been very supportive of us. My intention has always been and remains to run a valued local facility.

76. As well as offering a place for local people to eat out at and socialise in have always tried to support the local community. We sponsor a local under 12's rugby team and purchase the team strip. We allow the local North Shields football team to use our car park for training purposes and at the end of their session we offer them free food in the Premises. During the half term school holidays, we also provided free takeaway lunches for local schoolchildren at all of our premises.

77. However, there are a small number of residents who have been very difficult and have been openly against us. This has been exacerbated during the pandemic.

78. I do accept that during the summer the Premises (without wishing to do so) attracted a different type of clientele which did cause us management issues. This was due to the pandemic, which caused a massive shift in customer profile. However, many venues have had these issues. I believe we have addressed those problems. The evidence produced by the Police amounts to two issues on 4 July and 15 August. Both related to issues outside the Premises which we reacted to appropriately.

I believe that the contents of this statement are true.

Signed.... KEENAN OZKAN

Dated.... 31 January 2021

Date: 18 January 2021 at 15:42:25 GMT

To Whom it may concern,

Re: Keenan Ozkan of 'How Do You Do'

Our house is situated at the end of the car park of How Do You Do and we have owned the house for two years.

When we first bought the house Keenan came over to introduce himself as our neighbour. We were digging a tree out of the garden at the time and Keenan generously offered to take it out for us, which we gladly accepted.

Initially we had a friend move into the house for approximately 18 months. Throughout the time she lived here she had nothing but positive things to say about Keenan. She described him as very pleasant, helpful and friendly and she had not experienced any problems with noise or trouble.

We have chatted with Keenan on several occasions outside of our house and have found him to be polite, friendly and considerate and we have not experienced any problems since we have lived here.

Yours sincerely,

Tyne & Wear  
NE30 1LA



Subject: How Do You Do North Shields

To: <[liquor.licensing@northhyneside.gov.uk](mailto:liquor.licensing@northhyneside.gov.uk)>

To whom it may concern,

I am writing in regards to a local establishment, How Do You Do restaurant in North Shields.

I would like to give a small statement in regards to this establishment. As a family we have visited this local business numerous times over recent years and have always had a great experience. We view How Do You Do as a family establishment and have never witnessed any issues on any visit. The establishment has always been welcoming, a quiet but friendly surrounding to dine at. We would like show our support to How Do You Do.

Best Regards

Wallsend

RY

**Date:** 16 January 2021 at 14:19:09 GMT

**Subject:** How Do You Do

To whom it may concern,

I'd like to express the satisfaction with the service and standard of food at how do you do.

The staff have always gone above and beyond every time me and my wife visit the restaurant. Always checking back to see how we're getting on, if we need any other drinks or to check if the food is okay.

One of the main reasons for always returning to the restaurant is the choice of food. I especially love the Sunday lunches, the beef is outstanding.

I miss visiting the restaurant with my wife. We'd attend regular, especially on Sundays.

If you need any further information, please do not hesitate to contact me.

Kind Regards,

Wallsend  
NE28 9FE

On 16 Jan 2021, at 14:12, <[redacted]> wrote:

Hi

apologies as an avid user of all 3 of the restaurants I have gave a review on the oven. Please see below my review on How Do You Do.

I am writing to express my satisfaction with How Do You Do in North Shields

We adore the staff at this restaurant and before lockdown visiting every Sunday taking our family was the highlight of our day. The staff always made great efforts front of house and bar staff and the manager came to see us on every visit, checking in on us and he would remember what we last chatted about which really added a personal touch.

The food is always to an exceptional standard especially the beef on a dinner we have missed them during lockdown

I am more than happy to share any further information if required

Kind regards

[redacted]

Date: 17 January 2021 at 13:38:19 GMT

Been to how do you do on more than several occasions always welcomed / greeted by the lovely staff! Great family bar, have had sunday lunch there a dozen times with my young siblings and grandparents great atmosphere and vibe! Also had handful of family birthdays in function room hdyd is a fantastic pub / restaurant and great addition to bars and restaurants in the surrounding area of North Shields. Hdyd is a place that can be visited any day of the week and guaranteed to leave smiling.

I consider How Do You Do a safe and friendly place to visit otherwise I would not go, but I have witnessed verbal and racial comments and gestures towards the owner himself and his staff from a select few of residents around the area who have actually entered the property and continued there attack, they clearly have a personal grudge against the owner and his staff just from comments I have personally heard. In all honesty the pub has been there way before any of the residential properties, I hope this matter is addressed as I think it is totally unfair towards the owner who is trying to make a living and run a safe and quiet business this could have serious affects on his personal life and especially during a pandemic. When thing are restored to some form of normality I hope to return to hdyd.

Kind Regards

Date: 15 January 2021 at 3:03:33 pm GMT

**Subject: HOW DO YOU DO Hudson Street, North Shields.**

I have frequented 'How Do You Do' for a number of years and have found it the most friendly and professional establishment both before and during the Coronavirus Pandemic.

The staff and owner have always been hyper-aware of the impact a pub can have on a local area and have always worked hard to genuinely mitigate any potential problems. I have witnessed this myself on a number of occasions. Staff have always been very conscious of what happens in the pub as well as around it.

I have, however been dismayed at what I can only describe as 'trial by social media' in Facebook groups where I have seen unfair comments made and outright lies shared. This has caused me great concern as a small number of people can have such a catastrophic effect on a local business. This is very unfair. I hope the council are aware of this and react accordingly. There are some very forceful and sinister people pushing their own agenda to the exclusion of all others. There has been a pub at that location long before the houses that exist now. I have heard and read opinions and comments which show 'nimby-ism' at its very worst. I have also witnessed racist behaviour towards the staff and owner. This is wholly unacceptable and should not be allowed to go unnoticed.

I consider How do you do a safe, supportive establishment. I wouldn't go there otherwise.

I look forward to it reopening when the Pandemic is finally over

Date: 17 January 2021 at 15:15:06 GMT

Subject: HDYD

Good afternoon,

Having heard reports that you are reviewing the alcohol licence for the above restaurant, I would like to add some points for your consideration.

Myself and my family have enjoyed numerous occasions at HDYD over the past couple of years and have always received a very warm welcome from the owner, Keenan Aga Ozkan and all of his team. They have always pulled out all of the stops to ensure we feel welcome, comfortable and safe whilst in their care.

HDYD has hosted us for both family events such as my daughter's wedding daytime and evening functions, where children ranging from babies to teenagers attended, as well as adults up to the age of 90. At no point whatsoever, did we feel compromised at all and the venue was ideal for such a mixture of ages as it was wheelchair friendly with easy access to a toilet with baby changing facilities. All of the staff were extremely helpful and friendly and none of our guests had any misgivings of complaints.

Because we were so impressed with the venue and the amount of effort the staff put into welcoming everybody, we have recommended it to friends and family as well as booking other family events there. If there was even a tiny hint that it was an unsafe place, we would never have gone back or recommend it.

I even arranged meals there and evenings out for my mental health group, many of whom suffer with crippling anxiety and long term, severe mental illnesses. Again, the staff were brilliant, the welcome as warm as ever, and my group was very well taken care of. There is absolutely no doubt at all in my mind that those people would have stayed in a venue that they felt unsafe or insecure in.

On a side note, I would just like to raise the possibility with you that complaints against HDYD are malicious. There have been reviews put on their Facebook page and comments made of a racist nature and I truly believe this has motivated complaints made to yourselves.

This past year has been horrendous for hospitality businesses due to Covid-19 and a 10pm licence restriction would cripple this beautiful, quirky venue as they would lose out on all night time events such as weddings and parties. I truly hope they are not bullied out purely on the basis of their ethnicity.

Thank you for taking the time to read this email.

Yours sincerely,

On 17 Jan 2021, at 15:53, I received a call from a woman who

The above pub and restaurant is one of the most friendliest and safe places to eat and drink as a woman on her own I found the staff and management eager to please and it is very comfortable and pleasant and a fabulous view highly recommend this pub

Alex

011 400 1111

North Shields

> On 17 Jan 2021, at 17:00, [redacted] wrote:  
>  
> Hi,  
> Just here to write some praise about the bar How Do You Do on the fish quay.  
> A great atmosphere with friendly staff who are easy to talk too and enrich the experience.  
> High quality service, drinks and food for low prices.  
> Always have a good time when I go and hopefully won't be long till we are allowed to enjoy one of  
the finest bars on the fish quay!  
> Thanks,  
> [redacted]



On 17 Jan 2021, at 19:23, \_\_\_\_\_ wrote:

>>

>> Dear Keenan,

>>

>> Having read the article published in the Chronicle on 21 December i was surprised to read a number of inaccuracies in their reporting.

>>

>> Specifically, to the best of my knowledge, the accusations that you were trading during lockdown which we saw no evidence of; having worked at home since March I would have noticed! What I did see was that you did spend that time making further improvements and refurbishments to the pub.

>>

>> Also whilst out walking the dog during lockdown we had a number of, socially distanced, conversations about your decision not to open when the rules were relaxed to serve takeaway food and alcohol when many off the restaurants and bars on the Fish Quay had chosen to. I actually recall that you were surprised that they were open because you didn't think it was allowed.

>>

>> On one of those walks we chatted briefly about upcoming the bank holiday which was on a Friday. I explained that the neighbours were all having celebrations in their gardens for VE day. You were unaware of the bank holiday but you did say that you thought one of your staff was going to be in cleaning the pipes on that day. You said that if he was there we should pop down with a jug down get some free beer that would otherwise go to waste.

>>

>> On the actual day you may recall it was a scorcher and many of the neighbours were out in their gardens. My wife was the first one to venture down with a couple of plastic kitchen measuring jugs and true to your offer a member of staff filled them for us free of charge. Naturally we shared this out, over the fence with other neighbours and a few of them were brave enough to venture down with their own jugs to be filled up, this happened a handful of times and nobody entered the pub.

>>

>> Your very kind gesture was very much appreciated and made a good day even better.

>>

>> The 4 June was not a good day at the pub and did result in behaviour nobody wants on their doorstep but it was the same down the Fish Quay, in Tynemouth and even on the beaches.

>>

>> Following that incident you took the time to speak to many of the residents, that were prepared to listen, to explain that you were going to employ security on the door which you did and things improved considerably.

>>

>> I have to be honest the clientele since the end of the lockdown does seem to have changed and not for the better. Prior to this many of the residents were pleased to see the changes that you had made at the pub and the fact that families and groups of people of all ages had started to return to the pub. For many years it had been virtually empty and/or closed up.

>>

>> However I do have concerns that if these young people return when things are back to normal they may put others off from visiting.

>>

>> As we have also discussed the location of the pub for pick up at the end of the night is not ideal with taxis picking up on a sharp bend and people drifting up the street towards North Shields for the Metro or a bus. However this is also a problem at the Fish Quay were many of the bars are open longer and the noise drifts around late into the night. This can sometimes be a nuisance as a resident but so can the noise of the local fishing industry. If you choose to live here you can't really complain too much.

>>

>> If you are successful in retaining the DPS for the pub I would hope that you will continue to continue to work with residents and do what you can to minimise the noise at lock up time and continue to do a daily sweep of glasses and bottles that get discarded by some of the pub users as they move around. We have always found you to be polite, respectful, friendly and approachable and the lengths that some of the local residents have gone to to make things difficult is disappointing

>>

>> Good luck and best wishes,

>>

>>

>>

>>

>>

>>

From: ik  
Date: 17 January 2021 at 18:43:38 GMT  
To: ik  
Subject: How Do You Do.

Dear Sir

I am writing in support of the How Do You Do pub on Hudson Street, North Shields, and its landlord Mr Keenan Ozkan. My wife and I are close neighbours of How Do You Do having lived on Hudson Street for 17 years and are regular patrons. We have seen a number of tenants and owners come and go over the years and can say without question that Mr Ozkan is by far the most responsible and committed owner we have seen. Since his arrival Mr Ozkan has invested a great deal of money in improving the fabric and décor of the pub and has created a pleasant and respectable environment. I have observed him at work and have seen him to be a responsible and careful landlord, for example in carefully checking IDs of his guests and ensuring that nobody drinks too much. During the times when there was trouble at the pub in 2020 it was Mr Ozkan who took the decision to stop serving and call the Police, thus acting to bring the situation under control. He subsequently employed bouncers at his own expense which greatly improved the safety and atmosphere of the pub in the following weeks.

We have also found Mr Ozkan to be an excellent neighbour to the residents of Hudson Street and Renaissance Point, he regularly visits us to check that his Pub isn't causing us any issues and is in every way a responsible and valued part of our community. In terms of a pub Landlord we really couldn't ask more of him.

If you require any further information please don't hesitate to get in touch.

With best wishes.

**From:**

**Date:** 19 January 2021 at 15:50:27 GMT

**To:** [REDACTED]

**Subject:** HOW DO YOU DO

Dear Sir/Madam

i write in regards to,

How Do You Do  
Bar and Restaurant  
Hudson Street  
North Shields

My partner and I have lived in Renaissance Point for around five months in which time we have visited this venue several times. Also had the pleasure of meeting Mr Ozkan who has been very pleasant every time.

We are delighted to be able to call this place our local as its a nice friendly and family orientated establishment.

Mr Ozkan always makes time to come over and have a chat wether it be in or just passing his bar, always making sure that everything is ok with regards to the local residents and making sure there are no issues with closing time and patrons leaving at night, which has always been excellent and well received.

We have been pleased to see Mr Ozkan introducing registered door persons on arrival to the restaurant as much as he probably didn't need to do so as we have never seen any kind of adverse issues here, but seems that maybe after the first lock down some individuals caused a stir on the first days of reopen but was nipped in the bud fast and efficiently by the management.

In all very happy with the bar, staff and and most importantly the owner/management.

Please don't hesitate to contact me for any further information required

NE30 1LA

**From:** [redacted]@ail.com>

**Date:** 19 January 2021 at 14:30:10 GMT

**To:** [redacted]

**Subject:** Re How Do You Do

Dear Sir

I am writing to give our support to Mr Keenan Ozkan and his business of How Do You Do on Hudson Street ,  
North Shields.

We have no issues on how he runs his pub and find Mr Ozkan very polite and hard working. He has carried out lots of improvements and has spent a lot of money making this establishment very up market. We haven't lived very long in Renaissance Point but we have frequented his Restaurant and Pub on many occasions to find very welcoming. He always has security on the door and he always insists to his customers to leave the premises very quietly to respect the neighbours.

He always enquires asking if we have any problems with his pub and we can only say he is a very good and responsible Landlord who we admire his commitment .

From:

Date: 19 January 2021 at 16:18:45 GMT

To: k [redacted]@ms.com

Subject: How do you do & Keenan Ozkan

North Shields,  
Tyne & Wear,

To whom it may concern,

I have been going to How Do You Do for many years now and in my honest opinion it is one of the safest and friendly pubs in my area. I run a crochet club from there and my club members range vastly in age and are all catered to in such a professional way that after their first club visit they take their own families to enjoy the food and welcome. It is a place where I can go in by myself and I'm always made to feel like part of the family by Keenan and his staff. Keenan is constantly doing the rounds making sure people are happy and have everything they need.

It is a place that I go to with my daughter for food and a giggle and we are all missing our time spent in there and can't wait for it to reopen for business.

To have a place like this on our doorstep is a blessing and we hope this continues.

Regards

**From:** [REDACTED]  
**Date:** 19 January 2021 at 16:14:21 GMT  
**To:** [REDACTED]@restaurant.co.uk  
**Subject:** How Do You Do

TO WHOM IT MAY CONCERN

With reference to How Do You Do pub/restaurant on Hudson Street, North Shields. I wish to give my support to Mr Keenan Ozkan who is the landlord and owner.

In mid 2020 when the country came out of lockdown, people 'came out of the woodwork' to celebrate in pubs all around the Fish Quay area. A large number of people, most of them non-regulars, descended on the pub and the outcome was it became over-crowded.

Because of the situation Keenan told his staff to stop serving people and then he contacted the police in case things got out of hand. There was also a police presence around the Fish Quay that evening. Following on from this, security staff were employed to man the doors and to limit the number of customers entering. This proved to be very effective and as far as I am aware there were no further incidents.

I have lived at [REDACTED] since 2009, and along with my friend Helen MacMillan of Edith Street, Tynemouth we are both regular customers of HDYD, as we were when it was previously The Wooden Doll. We are mature women and have always felt safe when visiting as it is not overrun with loud young people.

Keenan, and his staff have worked very hard to decorate the building and to establish the business. We have always found them to be very friendly and courteous to all. We have never seen any rowdy, or disruptive customers while we have been in there.

From: .

Date: 20 January 2021 at 00:34:09 GMT

To: }

Subject: Letter of Support

Dear Sir/Madam

I am writing to you as a show of support to the How Do You Do establishment on Hudson Street. I live opposite the establishment in question and have done for the last 2 and a half years.

I am a regular visitor of the pub and have always been treated with respect, courtesy and care. I have been made to feel very welcomed into the neighbourhood and the establishment has been a bright spark among the neighbourhood. I am very proud to say I live in such close proximity with the venue and have no complaints at all since first moving here.

I have had no issues at all with neither the establishment or current owner Mr Ozkan. He has spent time and consideration in getting to know the neighbours around the area and always offers a welcoming smile, and special considerations for those regular visitors as well as new customers.

Mr Ozkan is an incredibly kind man who has made me feel safe and valued in a community where I live alone. Mr Ozkan had been an instrumental part in supporting me through difficult periods of my life through his kind nature, and courteous treatment of myself when visiting his establishment and when passing by.

He has put a lot of effort into refurbishing the venue, and attracting business to the area. The Fish Quay is an up and coming vibrant place, and How Do You Do is very much a part of that under Mr Ozkan's ownership. He cares a great deal not only about his customers, but those around him. A clear example of which is the offer of free school meals for children in the school holidays, where the government failed to provide this. This is a sincere man and venue who wants the very best for its customers and the community around them.

Any issues that have surfaced such as the busyness of so called 'super Saturday' when the pubs reopened in July was an issue that impacted all venues up and down the country and especially other bars on the fish quay. Mr Ozkan recognised this situation which he had no control over this unprecedented demand and contacted the police for support himself. He then went and spoke to neighbours to offer apologies and support in anyway he could. He has since employed door staff which has removed any issue of this happening again, which other establishments have not done. Any behaviour that patrons take part in after they have left the premises, or any premise at all for that matter, is not the fault of the owner or venue itself.

Mr Ozkan and his staff ensure they do all they can to look after their customers and their neighbours. I see in no way why How Do You Do should be singled out, where other bars on the Fish Quay or other areas, do not face such scrutiny.

I give my full support of How Do You Do and it's current owners and look forward to its doors reopening as soon as possible.

Best wishes





Tyne & Wear

19 January 2021

Dear Sir/Madam

**To whom it may concern,**

I have had the pleasure of knowing Keenan Ozkan for over 2 years now, since he became Landlord of the "How Do You Do" public house on Hudson Street, North Shields. I have lived at the above address for around 20 years, which is approximately 100 metres from this Public House, and my family and friends have been regular visitors over the years.

Keenan is always very friendly and polite and takes the time and trouble to make you feel welcome and special and he seems well-liked by those that know him.

He has invested in an upgrade of a more-pleasing appearance to the building and surrounding areas, and refurbished the interior, making it a welcoming, safe and homely environment. This was very noticeable soon after he took over, bringing about a change in clientele, who started using the venue for social meetings and family events, offering more restaurant-style meals and afternoon teas.

He shows constant customer care and diligence, for example during the restricted opening hours (due to Covid), my wife and I witnessed him directing, seating and advising customers on social distancing rules and mask wearing, and along with two door staff, turning away large groups of rowdy youths who tried to gain entry to the premises when coming from the direction of the busy North Shields Fish Quay.

Keenan has integrated well into the local community and when he is out and about, he often stops for a chat to enquire after our well-being. It's not unusual to see him and his staff litter-picking and sweeping up, keeping the area around the pub premises tidy. In addition to running a business here, he has also bought a new house and settled down as our direct neighbour, which my wife and I are very happy about, as we would now call him our friend and neighbour. I believe he will be a responsible and valued member of the community.

If any further information is required, please do not hesitate to contact me.

Yours faithfully,

North Shields

Dear Sir

I am writing in support of the How Do You Do pub on Hudson Street, North Shields, and its landlord Mr Keenan Ozkan. My wife and I are close neighbours of How Do You Do having lived on Hudson Street for 17 years and are regular patrons. We have seen a number of tenants and owners come and go over the years and can say without question that Mr Ozkan is by far the most responsible and committed owner we have seen. Since his arrival Mr Ozkan has invested a great deal of money in improving the fabric and décor of the pub and has created a pleasant and respectable environment. I have observed him at work and have seen him to be a responsible and careful landlord, for example in carefully checking IDs of his guests and ensuring that nobody drinks too much. During the times when there was trouble at the pub in 2020 it was Mr Ozkan who took the decision to stop serving and call the Police, thus acting to bring the situation under control. He subsequently employed bouncers at his own expense which greatly improved the safety and atmosphere of the pub in the following weeks.

We have also found Mr Ozkan to be an excellent neighbour to the residents of Hudson Street and Renaissance Point, he regularly visits us to check that his Pub isn't causing us any issues and is in every way a responsible and valued part of our community. In terms of a pub Landlord we really couldn't ask more of him.

If you require any further information please don't hesitate to get in touch.

With best wishes.

**From:** <gail.white2@nhs.net>  
**Date:** 19 January 2021 at 20:10:12 GMT  
**To:** k  
**Cc:** :  
**Subject:** How Do You Do

Dear Sir/Madam

I am writing to show my support towards Mr Ozkan's local business, How Do You Do on Hudson Street North Shields. I have lived in the street with my family for the past 6 years and are close residents to establishment. Over the years in which we have lived here I believe Mr Ozkan is the third landlord/licensee to run the establishment. Mr Orzan and his staff have always been approachable and professional I have had no issues or concerns with How Do You Do, its manager or its staff. We visit How Do You Do regularly and do not want to see this place close. There has been a lot of hard work and what appears would have been a lot of financial input on to the establishment. Mr Ozkan is very conscientious and courteous he is always aiming to please customers and is always friendly towards both customer and local residents.

Following the lockdown due to COVID 19 the seemed to be a flurry of customers to all the local bars and restaurants, which I'm sure was the throughout the whole of England. This increase of people wanting to socialise at bars was I am sure direct correlation with the release of nationwide government restrictions. The influx of customers to How Do You Do was out of his control but Mr Ozkan took steps to reduce numbers by stopping people entering and employing door staff. When the number of customers did on occasion become too great, Mr Ozkan and his staff sought help from the police and also took the steps to cease trading that evening. The weeks following this the establishment seen far less customers with no further incidents they preceded to trade safely following government guidance with face masks and social distancing. I think it is unfair to punish Mr Ozkan for the behaviour of a few customers by shutting down his business. Ther are many regular and loyal customers to How Do You Do that defiantly do not want to see this amazing place close

Over the years Mr Ozkan has been the landlord of How Do You Do he has become not only a fellow resident, many in the street would count him as a friend. He is always polite and spends time checking on residents to ensure we are happy and safe.

If you require and further information or would like to discuss things please do not hesitate to contact myself o.

Regards

From:

Date: 19 January 2021 at 17:15:50 GMT

To:

Subject: Reference

To whom it may concern

My name is

I have known Keenan ozkan for 14 years. When I was 17 I worked alongside him for 3 of those years at the cophorne. It was thanks to him that I gained my passion for the hospitality industry. While I was working with him he was professional, kind and caring always teaching and helping myself and many others who worked with him.

Keenan is committed to his community and is always looking for ways to support the people around him. I know him to be trustworthy, reliable, and easy-going.

Keenan is an intelligent and determined individual. He has my full support in his future endeavours.

Kind regards

To whom it may concern,

This is to be considered a small statement in regards to the local establishment How Do You Do.

My family and I have visited the premises regularly and I have in time became quite a regular member at How Do You Do, visiting weekdays on both mornings and evenings and same at weekends so have experienced interaction with every member of staff over my time as a customer.

The establishment is my first choice of any place within at least a 5 mile radius as it's a very friendly atmosphere which is quiet but accommodating. All of the staff are always pleasant, professional and courteous. As being a regular customer I would like to show my support for How Do You Do, have never witnessed any anti social behaviour or incidents and have always felt it as a safe and welcoming place to take my young family to.

Regards



From: [REDACTED]@outlook.com

Date: 18 January 2021 at 17:49:45 GMT

To: Keenan Ozkar [REDACTED]

Subject: Re: How Do You Do review

How do you do is a lovely venue that has transformed the fish quay and North Shields. The staff are lovely people and always make sure their customers have a safe and enjoyable time. It's a fantastic place for events and it's a real favourite for a lot of people in the area! I've always felt welcome and safe in the restaurant and am looking forward to a visit when it's safe to do so!

Preston Grange  
North Shields

**From:** [REDACTED]  
**Date:** 19 January 2021 at 19:34:30 GMT  
**To:** [REDACTED]  
**Subject:** How Do You Do

**How do you do has always been a lovely place to visit for both food and drinks wether it be with family or friends. I love taking my niece there, the staff have always made me and my family feel so welcome. There is always a happy/ friendly atmosphere in there and I feel so safe when I come in for drinks as well as food. One of the nicest bars on the fish quay and is always a pleasure to visit!**

**From:**

**Date:** 11 January 2021 at 13:56:31 GMT

**To:** [liquor.licensing@northtyneside.gov.uk](mailto:liquor.licensing@northtyneside.gov.uk)

**Subject:** How Do You Do

To whom it may concern

I'd like to take this opportunity to put forward my opinion of How Do You Do.

I have been a Newcastle City Centre licensee for over 20 years running numerous very busy venues, and I feel I do have the necessary experience to provide a unbiased opinion on the current situation at HDYD. I have been a customer at How Do You Do for some time and have witnessed not only a professional and highly motivated team whom have, whilst I have been in the premises, followed the government guide lines and put the customers needs first.

I also feel that as the North Shields Fish Quay is a more prominent drinking area than ever and that the amount of customers using the quay as a drinking circuit has, in my opinion, not allowed standards to slip at HDYD and I have turned up at the premises and been asked to come back later or book as the premises had "no more" seating areas available. With the present situation and businesses struggling I feel it could have been very easy for the premises to forget about these rules and allow extra customers in just to take money whilst the venue could, but they didn't.

I do hope this helps to allow the venue which I deem extremely responsible to carry on with what they do best.

Kind Regards



**From:** J. J. J.  
**Date:** 20 January 2021 at 16:08:19 GMT  
**To:** J. J. J.  
**Subject:** ... I write in support of Keenan Ozkan

20.1.21

North Shields

Dear Sir or Madam,

I write in support of Keenan Ozkan, proprietor of the 'How Do You Do' Cafe / Pub on Hudson Street, North Shields.

We live close to 'How Do You Do' at

We find Keenan to be a gentle, kind and interested member of the local community, whose business is a positive addition to our neighbourhood.

He has worked hard to develop the premises and the business in a sympathetic and friendly manner.

Keenan hosted a baby shower party for my partner and all her friends around 18 months ago. This was very successful and I have witnessed many similar events there.

On passing by, Keenan always has time for us and is very fond of our little girl who is nearly two. He treats her with kindness and respect - always in a warm, optimistic manner.

I remember this pub when it was the Wooden Doll, some years ago, when bands played loudly until late and punters drank to capacity. I find it's modern version to be a far tamer place and a credit to the street.

Naturally, when the sun is out and spirits are high - like anywhere - there have been rare occasions when reasonable thresholds have been reached by some less mature patrons - this has always been dealt with quickly and responsibly.

We have full faith in Keenan and his team and hope that 'How Do You Do' continues to be a positive and friendly addition to our lives in this area.

Yours Sincerely,

From: [redacted]@[redacted].com>  
Date: 20 January 2021 at 17:19:31 GMT  
To: [redacted]  
Subject: My Feedback  
Reply-To:

Hi Keenan.

I wanted to email you to offer some support following the sign on the lamppost which says your licence is under review.

I have lived in Renaissance Point, approx. 75 feet from HDYD, for 4 1/2 years and on the whole I have no issue with you, your management team or the people that frequent HDYD.

I have to say that I appreciate the money you've spent making the pub look better than it was.

Prior to living in Renaissance Point I lived on Kinross Road opposite The Dolphin pub and I've had no more issues with HDYD than I did with The Dolphin.

When I have had an issue, you and your management team have been approachable, open to a discussion and in my experience proactive in finding solutions.

This included putting extra bolts on your door to HDYD's bin store, and undertaking extra cleaning outside.

During the first lockdown you very kindly gave me a few (4 pints on two occasions) takeaway pints, you invited me into HDYD on the spur of the moment to collect a few beers and then leave. I know for VE Day 75 you also gave some free beer to people further up the street who were celebrating, the pub was not 'open' nor did you take any money from me or them.

During lockdown one at no point did I see that you were 'open' to the public, I didn't see cars in the carpark (apart from yours) or people entering or leaving the venue.

When you did reopen I saw first hand that you, your management team and door staff were checking IDs and counting customers in and out.

I did pop into HDYD on a couple of occasions after lockdown one (and before lockdown two) and saw first hand that HDYD was following the Government

guidelines, including social distancing, registers, using hand sanitiser and not allowing large groups to meet - I saw you door staff turn groups away.

There were a few issues not long after opening after lockdown one. Personally I believe this was caused by a different customer profile coming to the pub en masse. Usually you get a late twenties to mid forties crowd, and what I saw was definitely younger than this, they also arrived in largish groups. It was the same age profile crowd that I saw on the whole of the fish quay at this time. The younger crowd turned to the fish quay to drink when a lot of the places they would have traditionally have drank in (Newcastle) weren't open.

I'd rather have you as the licensee, as someone I can approach and have a constructive discussion with than someone who doesn't respect the locals.

I am happy for you to share this with your legal team and the licencing committee, but not past this group.

Thanks

**From:** [REDACTED]  
**Date:** 20 January 2021 at 15:53:50 GMT  
**To:** [REDACTED]@ma.com

To whom this may concern

I writing this statement regarding How Do You Do North Shields, As a mother of a toddler myself and my family have frequently visited this establishment since my little girl was born, we had chosen to visit this bar as despite there being other restaurants close by as we have always felt safe taking our little one hear the staff are always very accommodating and very friendly. We visit hear with our friends and extended family for many events and all of them now visit when ever we can. On the odd occasion myself and partner have a child free evening we will always visit this establishment for a few quite drinks.

We visited after lockdown with our little girl and again with her grandparents and where very impressed with the covid measures they had put in place social distancing, wearing mask, hand gell, one way systems and covid signing displayed throughout. Clearly following the rules.

Each time we visit Keenan has always took the time to speak to us and shown a keen interest in our family and always takes time to talk to our little girl. He is like this with all his customers as are his staff.

[REDACTED]  
north shields

**From:** [REDACTED]

**Date:** 21 January 2021 at 14:51:02 GMT

**To:** [REDACTED]

**Subject:** How Do You Do / Keenan Ozkan

[REDACTED]

[REDACTED]

North Shields

NE20 2AB

[REDACTED]

To Whom it May Concern.

I was the owner and resident of [REDACTED] from November 2017 up until mid August 2020. This house is the closest house to the How Do You Do pub and restaurant and is directly opposite.

Whilst living next to the pub I experienced no issues or problems living in such close proximity to this venue. Nor did I experience any problems with any of the staff or management of How Do You Do. When Keenan Ozkan took over management of this establishment he went out of his way to introduce himself to local residents and in my view did everything he could reasonably be expected to in taking cognisance of the views of locals as he developed and managed the establishment. By example he provided me with his mobile phone number and informed me that if I ever had a problem with anything connected to the pub then I could contact him at any time and he would rectify the situation. In my view he reached out to the local community in the best way possible.

As I understand it How Do You Do is one of the oldest pubs in North Shields having gone through several incarnations/name changes over the years. This pub predates the Renaissance Point development by many years as it does the neighbouring Irvin Building's conversion to apartments. When I purchased my house, opposite this pub I did so in the clear knowledge that I was buying a house opposite a popular pub restaurant. I anticipated that there may be some occasional noise as revellers left the premises - it would be highly naive to anticipate otherwise. In fact the legal pack my solicitors provided whilst I was in the process of purchasing [REDACTED] included minutes from the residents management committee going back a number of years to when How Do You Do was called The Wooden Doll. Within those minutes were recorded a few complaints from a small minority of highly vocal residents regarding noise and this predates Keenan Ozkan's management of How Do You Do by many years.

It is my view that some of the people who have bought 'expensive' houses and apartments on Renaissance Point in the knowledge that they were buying a property in close proximity to a public house are now attempting unreasonably to have it closed and are directing their anger towards Keenan Ozkan and some of his staff in an undermining manner.

Whilst living at [REDACTED] I became aware of a highly vocal minority of residents who to me appeared vexatious and malicious in their views about Keenan Ozkan and I have witnessed Keenan Ozkan and one of his staff members being racially abused by a local resident.

On the weekend that the first lockdown in 2020 came to an end a large number of people were out drinking in North Shields on the Fish Quay and in Tynemouth. I witnessed a large group of people congregating outside How Do You Do - some gaining access to the premises and some groups on the pavement and the road in front of my house. Some were arriving with alcoholic drinks, carrying

glasses of beer that they presumably had taken from other pubs. Mostly the atmosphere was upbeat with revellers letting their hair down after months of lockdown. There was a scuffle between a couple of young men and I witnessed Keenan Ozkan and another member of his staff working to diffuse the situation. As has been reported the Police arrived later in the evening and closed the pub as I understand it at Keenan Ozkan's request. Subsequent to this in following days I heard a variety of versions of what had happened from some local residents - mostly totally exaggerated and very far from what I witnessed first hand.

I am providing this perspective because I have been told Keenan Ozkan's licence is being reviewed and because I believe this is unfair and unreasonable and is possibly being driven by a malicious minority of vocal residents with another agenda.

Additionally I am aware that there was 'trouble' outside other bars on the North Shields Fish Quay and in Tynemouth on the same post-lockdown weekend. And yet there does not seem to be the same focus on sanctioning publicans at these establishments and this lacks equity.

I have never had a problem or issue with How Do You Do and believe it was a well managed bar restaurant which improved under the stewardship of Keenan Ozkan as manager.

Yours sincerely

**From:** [REDACTED]  
**Date:** 21 January 2021 at 07:42:13 GMT  
**To:** [REDACTED]  
**Subject:** How do you do

Good morning,

I am writing you regarding the above restaurant.

I would like to say how fantastic the staff food and service are.

Me and my partner have visited this restaurant multiple time and taken relatives there to celebrate birthdays etc.

We couldn't complain about it one bit, the food is out of this world and we always leave feel full and happy with how we have been served.

Not many places you can walk in and get the reception you get at how do you do.

Just wanted to pass on my appreciation for how hard all the staff are working.

Cannot wait to return after lockdown.

Many thanks

From: al  
Date: 22 January 2021 at 12:20:25 GMT  
To:

Dear Sir / Ma'am,

I write in support of the How do you do pub on Hudson Street, North Shields and its landlord Keenan Ozkan.

My wife and I are close neighbours and have on occasion used the pub, although we are not regular patrons as don't go to pubs often- especially with recent events. We moved to the property in March 2019 and have always found Keenan to be friendly, approachable and part of the community. In fact on the day we moved he came and said hello, welcomed us to the area and offered some help in moving the furniture.

He has always been approachable and through first lockdown distributed some of the food from the pub locally rather than it go to waste, the elderly ladies downstairs who were shielding very much appreciated the afternoon tea. He has routinely asked if anyone needs help or assistance whilst in the current situation and has continued to maintain the exterior grounds of the pub throughout lockdown. When I have visited the pub, usually with visiting family I have found the staff friendly and welcoming.

Since our arrival the pub has definitely been made more attractive, with the fabric of the building and decor updated. Keenan has staff who sweep around the pub and clear any rubbish regularly, also sweeping down the steps to the Quay and checking the local area for rubbish - which is often not from the pub but other venues and take aways.

There was some trouble last year during the period between lockdowns, what was referred to in the press as 'super Saturday' in July, however I saw lots of issues down the quay - I honestly believe this is down to individuals 'going wild' when pubs opened again and they didn't reflect the usual clientele the pub have. Keenan employed security bouncers to check ID's and asked people to leave when they caused disruption, also creating a visible presence to prevent issues. In addition the bouncers were friendly and 'chatty' to locals and I didn't feel they were in any way 'escalatory'. In fact on one occasion Keenan called the police himself and stopped serving as people were becoming unruly, this all seemed to stem from a disagreement between two groups of people and could not be blamed on Keenan, I could see the incident from my front room and the bouncer tried to 'calm the storm' but the groups appeared to be intent on the 'argument'. He has not opened and served 'takeaway' alcohol during the recent period, unlike many of the venues on the quay which has meant collections of people gathering in groups on car parks, with no toilet facilities ! I have appreciated this as it has prevented any issues, but realise this will have prevented any income for him.

As a respectable landlord, he regularly liaises with neighbours and has an approachable attitude. It is most definitely usually a community pub, I feel attendance changed for a short period and this will be because some people didn't return to pubs though their own COVID concerns, but some people during the warm weather travelled from elsewhere to the coast and used the pub to drink quickly, these were not the usual patrons. The whole coast from Fish Quay along to Whitley Bay became extremely busy over the summer period with 'non locals' and there were numerous incidents along the coast which should be taken into consideration.

I am concerned that any other landlord may not have the same approach, he is an excellent neighbour and part of the community.



Should you need any further information please let me know.

Thank you for your time and consideration.

Yours faithfully,

North Shields

North

> To whom it may concern.

>

> My name is [REDACTED]

>

> I have resided at the above property for four years and have visited HDYH on numerous occasions, both as a casual afternoon lunch to celebrating special occasions with my family, including my young daughter. I have always found it to be a place of quality and a place I am made to feel very welcome. The food is of a very good quality and I recommend the Sunday lunch. I've always felt very safe whilst there and in no occasion have I witnessed any concerns regards the ability of the proprietor to effectively manage the premise. It looks specifically over my apartment and the recent refurb and been a pleasure to watch. I have lived in NS all of my life and am originally from [REDACTED] I have had several conversations with the proprietor of the premises about the area and the interest he has shown, I'm not only the immediate area, but the history of NS and the fishing industry, he also informed me he has invested in a property in the new Dockwery Square. In my opinion he is a pleasant, well mannered, professional, that brings an added diversity and richness to the area. I am happy to be contacted about the above and my contact details are 07 [REDACTED]

>

> Yours sincerely

>

>

**From:** [REDACTED]  
**Date:** 25 January 2021 at 21:59:41 GMT  
**To:** [REDACTED]  
**Subject:** HOW DO YOU DO PUB  
To: Peter Ferguson <petferferguson2@aol.com>

Dear / sir

[REDACTED] Pt.  
[REDACTED]  
[REDACTED]

I am writing in support of the How Do You Pub on Hudson Street, North Shields. I live at in [REDACTED], North Shields - the same street as the pub is in. I have lived in [REDACTED] for over 15 years and have never had an issue as to How Do You the pub has been managed during that whole time. We regularly use the pub and quite recently celebrated our 40th Wedding Anniversary there and had a great time.

I find the landlord Keenan Oxkan a very responsible landlord and someone that has done lots to be part of the local community. I recognise that the pub has had some issues in recent times - however feel this was caused by the the volume of people who have been trying to gain entry to the pub after the pub re-opened after lockdown. Keenan tried everything to control the numbers wanting to gain access to his pub by employing door staff and also refusing entry when numbers go to large. He even decided to close the pub on one occasion and called the police when the numbers of people wanting to gain access to the pub grew to large.

He often keeps in contact with myself and neighbours in my street to ensure that we are not being disturbed by the pub users. Also you can see that Keenan has also spent allot of money on the outside of the pub - which adds to the character of the area.

[REDACTED]

**From:** Al [redacted]  
**Date:** 26 January 2021 at 21:11:10 GMT  
**To:** Keenan Ozkan [redacted]  
**Subject:** HDYD Licence Under Review

Dear Keenan,

I was concerned to hear that your licence at HDYD is under review so wanted to write to show my support of the venue.

I have lived at [redacted] for circa. 8 years now so can remember way back when it was called The Wooden Doll. There were apparently problems then because of the live bands playing too loud, which the then owners quickly rectified by changing the venue to a quirky eating establishment.

You, Keenan, have obviously & at great expense I'm sure, made the place even more welcoming & I would be very sad to see it all disappear as I think HDYD adds to the ambience of the locality. It was so pleasant seeing the wedding parties in all their finery walking along the front on their way from the registry office to their reception at HDYD.

I realise there was an unfortunate incident this summer when a crowd of youngsters, who had been congregating on the Fish Quay, made their way up the stairs ending outside HDYD & yes, they were extremely rowdy & so loud, but I was under the impression that it was you who called the police. Is this the reason your licence is being reviewed? If so, I find it very unfair.

Anyway, I wish you all the best & fingers crossed everything gets sorted

Kind regards

[redacted]

**From:** [REDACTED]  
**Date:** 27 January 2021 at 14:14:07 GMT  
**To:** [REDACTED]  
**Subject:** HDYD

Dear Sirs.

I'm writing this to give support to the HDYD pub on Hudson Street.

As a regular visitor to the pub for a very long time, I've never had a problem with any of the owners, especially Mr Ozkan, he has actually turned it into a fabulous venue. And everyone gets a nice warm welcoming every time they go into the pub.

And I honestly don't see why a few nasty people want to cause trouble for him, Its better run then a few of the pubs that are down on the Fish Quay, who have had the police down there and caused a lot of trouble. I haven't heard anyone complaint about those pubs, That pub has been there for a long time, well before those houses were built,

To be honest we need a lovely restaurant that's well run, reasonable prices and where your looked after so well. So why should we lose it for a few jealous people.

[REDACTED]  
Sent from my ipau

**From:** [REDACTED]  
**Date:** 27 January 2021 at 19:24:37 GMT  
**To:** [REDACTED]  
**Subject:** HDYD

Dear Sir/Madam

I feel it is necessary to voice my opinion. As I feel it is absolutely ridiculous what is going on, at this moment in time. I am a resident of Renaissance Point and all the time I have lived here. I have never known of any major problems, regarding the pub HDYD and quite frankly I'm surprised at what has been happening. When I was enlightened by Mr Ozkan. It is a lovely little local bar which people should appreciate and support. Especially in these current times. The pub has been there many years. Long before Renaissance Point was built. So I think it would be understandable. If you was wanting to buy or rent a property, in that area. That you would take that into consideration. That there is a local bar situated close by. There will be some noise and a little disturbance. Especially at these moments in time, with restrictions in place and don't feel the need to condemn it because it does not sit well with an individual few. I do hope a amicable solution is found but I did feel the need to express my opinion. As with speaking to Mr Ozkan. He did seem very concerned and upset by the situation and it would be a shame to lose a lovely little local bar. With a owner and staff that care so much about what they do.

Best Wishes.

[REDACTED]  
[REDACTED]  
North Shields.  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Date:** 27 January 2021 at 23:30:02 GMT  
**To:** [REDACTED]  
**Subject:** To whom it May Concern

On behalf of the Electric Driver Association England org.

I would like to comment on recent events that the How Do You Do establishment has been accused of.

Firstly let me raise the fact that for the past 2 years How Do You Do have encouraged and supported the recent club events that have been hosted by the said premises, free of charge. HDYD are also in progress of applying for a planning permission to install an Electric Vehicle Charging Point to ensure future visits of the club members are supported.

The establishment's devotion to the community goes as far as offering free electric vehicle charging, priority parking and discounts for regular members.

I would like to comment that i do not understand where the suggestions about insufficient management of this establishment have come from. This bar/restaurant have always offered a welcomed, safe and professional atmosphere as far as our members have reported.

I have therefore no hesitation to recommend this establishment thrives under current management to improve even further.

However if there is contradicting information in relation to the credibility of this pub/restaurant, we regret to see this outcome or even comprehend it as we as an organisation and our members have nothing but good reports about How Do You Do's (HDYD) hospitality and customer management capabilities. May we suggest perhaps checking independent reviews of this establishment via Trip Advisor. Our members are always encouraged to give independent reviews of establishments visited.

On Behalf of EVDA.ORG.UK

Regional Secretary





**From:** [REDACTED]  
**Date:** 28 January 2021 at 15:07:18 GMT  
**To:** [REDACTED]  
**Subject:** How do you do

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

Dear Mr Ozkan, I'm just emailing you to say how I can't wait to get back to the positive warm atmosphere at How do you do. I've been there on many occasions having food, drinks, parties and more.. I would like to thank you for the warm and welcoming hospitality that you and your staff have shown me and my family every time we are there!  
Every time I have been there never having a bit of trouble simply because of the environment you and the staff create! Near perfect hospitality! Once again, look forward to coming coming back when restrictions let us.

Yours sincerely

[REDACTED]

**Stephanie Graham**

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**From:** Stephanie Graham  
**Sent:** 07 January 2021 15:50  
**To:** Liquor Licensing  
**Subject:** How do you do North Shields

\*EXTRNL\*

Dear Sir / Madam,

Me and my family are regular guests at How do you do. This restaurant is a lovely relaxed environment which we thoroughly enjoy visiting. The staff are extremely pleasant and always very welcoming. I would highly recommend this place to anyone looking to enjoy a relaxed meal with family and friends.

Regards

Stephanie Graham

Sent from my iPhone

**Stephanie Graham**

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**From:** [redacted]  
**Sent:** 07 January 2021 15:57  
**To:** Liquor Licensing  
**Subject:** How Do You Do North Shields

\*EXTRNL\*

Good afternoon,

Having heard reports that you are reviewing the alcohol licence for the above restaurant, I would like to add some points for your consideration.

Myself and my family have enjoyed numerous occasions at HDYD over the past couple of years and have always received a very warm welcome from the owner, Keenan Aga Ozkan and all of his team. They have always pulled out all of the stops to ensure we feel welcome, comfortable and safe whilst in their care.

HDYD has hosted us for both family events such as my daughter's wedding daytime and evening functions, where children ranging from babies to teenagers attended, as well as adults up to the age of 90. At no point whatsoever, did we feel compromised at all and the venue was ideal for such a mixture of ages as it was wheelchair friendly with easy access to a toilet with baby changing facilities. All of the staff were extremely helpful and friendly and none of our guests had any misgivings of complaints.

Because we were so impressed with the venue and the amount of effort the staff put into welcoming everybody, we have recommended it to friends and family as well as booking other family events there. If there was even a tiny hint that it was an unsafe place, we would never have gone back or recommend it.

I even arranged meals there and evenings out for my mental health group, many of whom suffer with crippling anxiety and long term, severe mental illnesses. Again, the staff were brilliant, the welcome as warm as ever, and my group was very well taken care of. There is absolutely no doubt at all in my mind that those people would have stayed in a venue that they felt unsafe or insecure in.

On a side note, I would just like to raise the possibility with you that complaints against HDYD are malicious. There have been reviews put on their Facebook page and comments made of a racist nature and I truly believe this has motivated complaints made to yourselves.

This past year has been horrendous for hospitality businesses due to Covid-19 and a 10pm licence restriction would cripple this beautiful, quirky venue as they would lose out on all night time events such as weddings and parties. I truly hope they are not bullied out purely on the basis of their ethnicity.

Thank you for taking the time to read this email.

Yours sincerely,

[redacted]



**Stephanie Graham**

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**From:** Stephanie Graham  
**Sent:** 07 January 2021 19:29  
**To:** Liquor Licensing

\*EXTRNL\*

Been how do you do a good few times nice friendly place great for families would recommend to anyone.will be looking forward to return when things get back to normal

**Stephanie Graham**

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**From:** Stephanie Graham  
**Sent:** 10 January 2021 17:41  
**To:** Liquor Licensing  
**Subject:** How Do You Do Bar/Restaurant

\*EXTRNL\*

Dear sir/ madam

I am writing to notify you of our wonderful family experiences at the How Do You Do restaurant & Bar Pre COVID.

Absolutely love this place, and really enjoy taking the family out for a treat.

I was very surprised and shocked to learn that you are unhappy with the venue and you are reviewing its operation.

I will be very disappointed if this lovely place changes. It has a friendly atmosphere, good value for money and I have found the staff and management to be very welcoming and very professional.

In the current climate, there are less and less places to visit, we need to support and keep businesses like this open.

Keep this restaurant and Bar open please!

Kind regards

Stephanie Graham

Sent from Yahoo Mail for iPhone

Stephanie Graham

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**From:** Stephanie Graham  
**Sent:** 11 January 2021 13:57  
**To:** Liquor Licensing  
**Subject:** How Do You Do

\*EXTRNL\*

To whom it may concern

I'd like to take this opportunity to put forward my opinion of How Do You Do.

I have been a Newcastle City Centre licensee for over 20 years running numerous very busy venues, and I feel I do have the necessary experience to provide a unbiased opinion on the current situation at HDYD. I have been a customer at How Do You Do for some time and have witnessed not only a professional and highly motivated team whom have, whilst I have been in the premises, followed the government guide lines and put the customers needs first.

I also feel that as the North Shields Fish Quay is a more prominent drinking area than ever and that the amount of customers using the quay as a drinking circuit has, in my opinion, not allowed standards to slip at HDYD and I have turned up at the premises and been asked to come back later or book as the premises had "no more" seating areas available. With the present situation and businesses struggling I feel it could have been very easy for the premises to forget about these rules and allow extra customers in just to take money whilst the venue could, but they didn't.

I do hope this helps to allow the venue which I deem extremely responsible to carry on with what they do best.

Kind Regards

Stephanie Graham

**Stephanie Graham**

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**From:** [REDACTED]  
**Sent:** 07 January 2021 15:37  
**To:** Liquor Licensing  
**Subject:** How Do You Do/North Shields

**\*EXTRNL\***

Good afternoon

Welcoming pub, had numerous parties (Birthdays, Christenings) and every time they have been welcoming on every occasion.

Would recommend this pub to anyone. Great family pub for all ages.

Thanks



**Stephanie Graham**

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**From:**  
**Sent:** 07 January 2021 15:26  
**To:** Liquor Licensing  
**Subject:** HDYD

\*EXTRNL\*

How do you do is great , family friendly and a fun bar, as a resident near how do you do and around the fish quay, I think it's a great place, I am completely against it being shut down.

Regards

Sent from my iPhone

**Stephanie Graham**

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**From:** t  
**Sent:** 07 January 2021 15:09  
**To:** Liquor Licensing  
**Subject:** HOW DO YOU DO

\*EXTRNL\*

How do you do is a family friendly and is all way welcoming the act of stupidity by a number of males should not lead to the close of the best pub for families in north shields

Get [Outlook for iOS](#)

**Stephanie Graham**

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**From:**  
**Sent:** 07 January 2021 15:01  
**To:** Liquor Licensing  
**Subject:** How do you do restaurant and bar

\*EXTRNL\*

Dear sir/ madam

I regularly visit How do you do travelling up from Darlington . Keenan has a restaurant their too so I have supported him since . Keenan is very professional and treats all his customers with courtesy and respect . How do you do is very welcoming and friendly to family , couples and singles . My wife and I wouldnt travel from Darlington if we had doubts about the place. We just can't praise him or his place any more highly

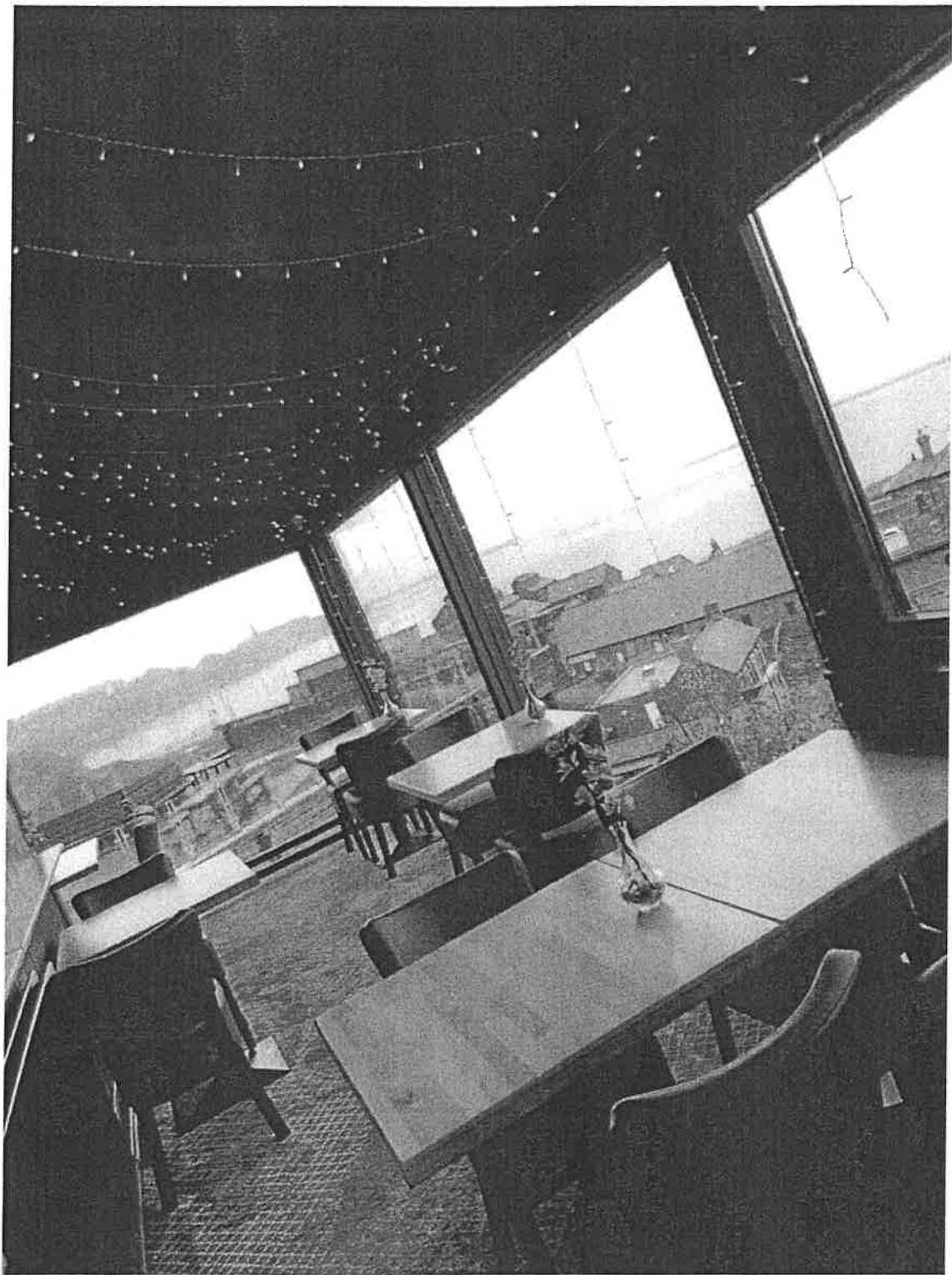
Kind Regards

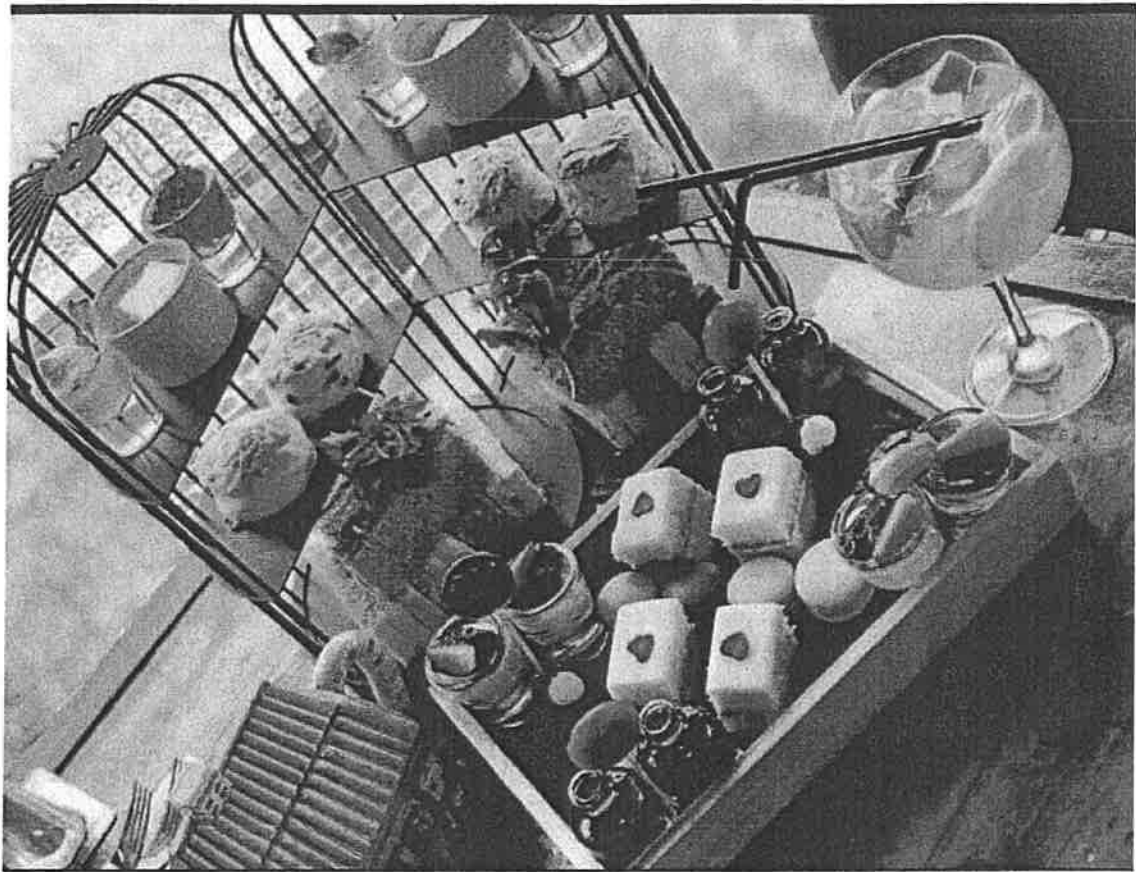
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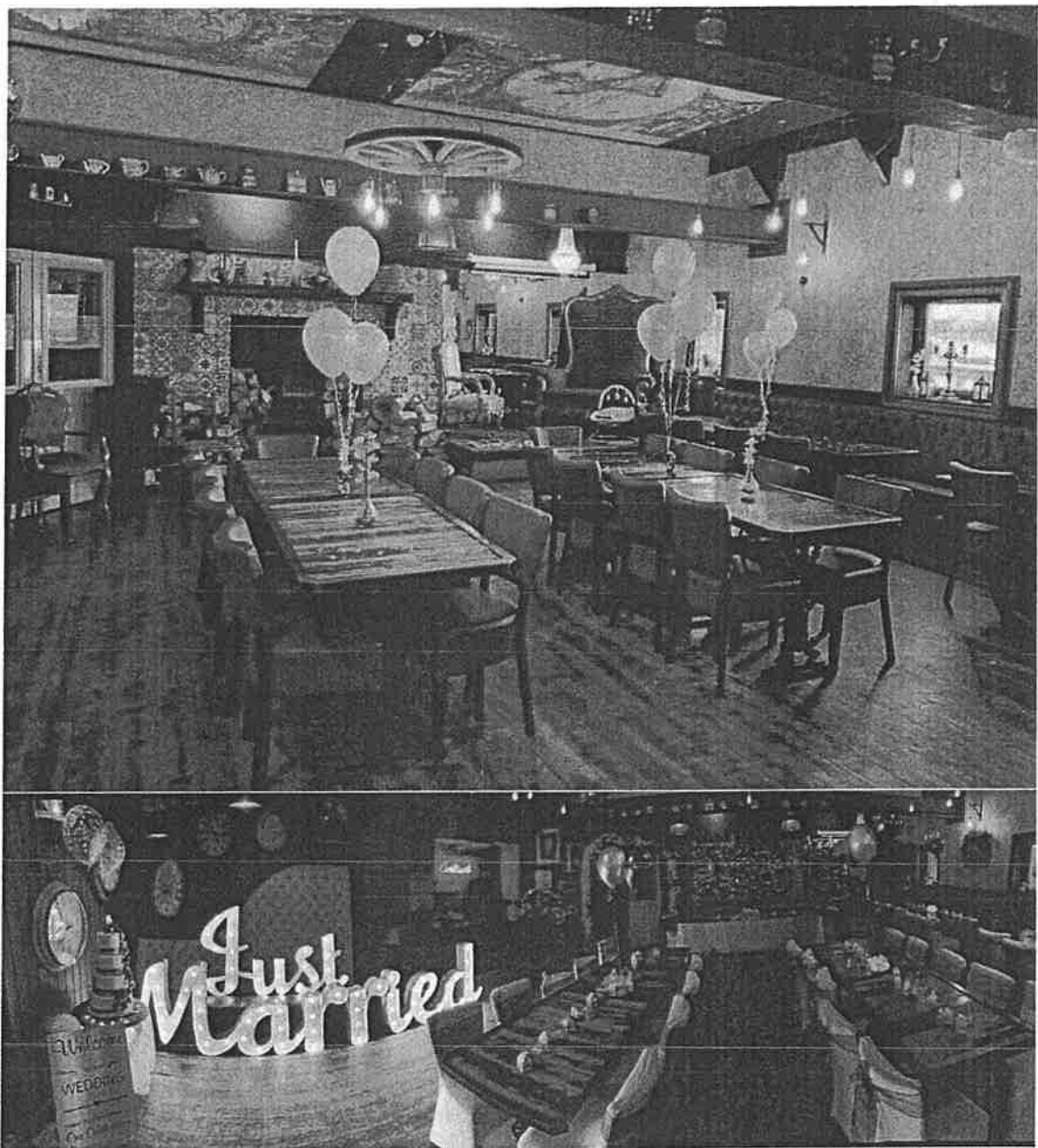


















# How Do You Do

B a r & R e s t a u r a n t

## MAIN DISHES

(GF) DENOTES GLUTEN FREE OPTION AVAILABLE UPON REQUEST. ASK STAFF FOR DETAILS.

### MEAT

**SIRLOIN STEAK (GF)** £15.95  
SERVED WITH CRUNCHY CHIPS OR SALAD - HOUSE SALAD & A CHOICE OF PEPPERCORN OR DIANE SAUCE

**RUMP STEAK (GF)** £13.95  
SERVED WITH CRUNCHY CHIPS OR SALAD - HOUSE SALAD & A CHOICE OF PEPPERCORN OR DIANE SAUCE

**MIXED GRILL (GF)** £15.95  
STEAK, CHICKEN & GERMAN SAUSAGE  
SERVED WITH CHIPS & SALAD

**MIXED GRILL FOR TWO (GF)** £25.95  
STEAK, CHICKEN, & GERMAN SAUSAGE  
SERVED WITH CHIPS & SALAD

**STEAK STROGANOFF (GF)** £9.95  
SERVED WITH RICE & GREEN BEANS

**SIZZLING CHICKEN FAJITAS (GF)** £10.95  
SERVED WITH TORTILLAS, SOUR CREAM, SALSA, GUACAMOLE & JALAPEÑOS  
BEEF OR PRAWN FOR AN ADDITIONAL £1

**NORTHUMBERLAND BELLY PORK (GF)** £9.95  
SERVED WITH MASHED POTATOES, VEG & GRAVY

**GRILLED CHICKEN BREAST (GF)** £9.95  
SERVED WITH CHIPS OR SALAD  
WITH A CHOICE OF DIANE OR PEPPERCORN SAUCE

**HANGING CHICKEN KEBAB** £9.95  
SERVED WITH CHIPS & PIRI PIRI SAUCE

**CHICKEN PARMO** £11.95  
SERVED WITH FRIES & TOMATO SAUCE

**THAI CURRY (GF)** £9.95  
SERVED WITH RICE & STIR FRIED VEG  
ADD CHICKEN OR PRAWNS FOR AN ADDITIONAL £1

**MARINATED STEAK SALAD** £8.95  
HOUSE SALAD WITH DRESSING SERVED IN A TORTILLA BOWL

**MARINATED CHICKEN SALAD** £7.95  
HOUSE SALAD WITH DRESSING & BACON SERVED IN A TORTILLA BOWL

### SEAFOOD

**SEAFOOD BOARD** £14.95  
TEMPURA PRawns - CALAMARI - SCAMPI, BEER BATTERED FISH  
FILET & FISH CAKES  
SERVED WITH CHIPS & DIPS

**FISH & CHIPS (GF)** £9.95  
SERVED WITH MUSHY PEAS & TARTAR SAUCE

**HANGING TIGER PRAWN KEBAB (GF)** £10.95  
SERVED WITH PIRI PIRI SAUCE, CHIPS & SALAD

**FRESH FRIED SCAMPI** £9.95  
SERVED WITH CHIPS, MUSHY PEAS & TARTAR SAUCE

**NORTH SHIELDS FISH CAKES** £9.95  
SERVED WITH MUSHY PEAS & TARTAR SAUCE

**PAN FRIED SEABASS (GF)** £13.95  
SERVED WITH RICE, STIR FRIED VEG & THAI CURRY SAUCE

### VEGGIE

**GRILLED HALLOUMI SALAD** £8.95  
SERVED WITH SWEET CHILLI SAUCE

**GRILLED HALLOUMI KEBAB** £9.95  
SERVED WITH CHIPS & HOUSE SALAD

**VEGGIE FAJITAS (GF)** £9.95  
SERVED WITH TORTILLAS, SOUR CREAM, SALSA,  
JALAPEÑOS & GUACAMOLE  
ADD GRILLED HALLOUMI FOR AN ADDITIONAL £1



# How Do You Do

B a r & R e s t a u r a n t

## PIZZA & PASTA

ALL PIZZA & PASTA DISHES ARE HOMEMADE AND FINISHED WITH A  
ROCKET SALAD  
(GF) (VE) DENOTES GLUTEN FREE OR VEGAN OPTION AVAILABLE  
UPON REQUEST. ASK STAFF FOR DETAILS.

### PIZZA

<b>MARGHERITA (V)</b> TOMATO BASE, MOZZARELLA & BASIL	£6.95
<b>BBQ CHICKEN</b> BBQ SAUCE BASE, CHICKEN, BACON & ONION	£7.95
<b>NEW YORK</b> TOMATO BASE, CHICKEN, MIXED PEPPERS, GARLIC & RED ONION	£8.95
<b>AMERICAN HOT</b> TOMATO BASE, PEPPERONI, MOZZARELLA, JALAPENOS & RED ONION	£8.95
<b>GARDEN PARTY (V)</b> TOMATO BASE, MOZZARELLA, PEPPERS, ONIONS & TOMATO	£7.95
<b>THE MIGHTY MEATY</b> TOMATO BASE, MOZZARELLA, CHICKEN, HAM, PEPPERONI & PULLED BEEF	£9.95
<b>SEAFOOD SPECIAL</b> TOMATO BASE, MOZZARELLA & MIXED SEAFOOD	£10.95

### PASTA

ALL SERVED WITH LINGUINI

<b>VEGETARIAN POMODORO (V)(GF) (VE)</b> RICH HOMEMADE TOMATO SAUCE	£7.95
<b>ARRIBIATA (V)(GF) (VE)</b> SPICY TOMATO SAUCE AND CHICKEN BREAST OR BACON	£7.95 £9.95
<b>CARBANORA (GF)</b> CREAM SAUCE, EGG, CRISPY BACON & PARSLEY	£8.95
<b>HOMEMADE MEATBALLS (GF)</b> BEEF MEATBALLS IN A RICH TOMATO SAUCE	£8.95
<b>BOLOGNAISE (GF)</b> BEEF MINCE IN A RICH TOMATO SAUCE	£7.95
<b>LASAGNE</b> BEEF MINCE IN A RICH TOMATO SAUCE CREAMY BECHAMEL SAUCE & FRESH PASTA	£8.95
<b>PRAWN LINGUINI (GF)</b> GARLIC, CHILLI, WHITE WINE & NAPOLI SAUCE	£9.95
<b>SEAFOOD RISOTTO</b> MIXED SEAFOOD IN A GARLIC, CHILLI, NAPOLI SAUCE WITH WHITE WINE & A DASH OF CREAM	£9.95
<b>MUSHROOM RISOTTO (V) (VE)</b> MUSHROOM, WHITE WINE & CREAM	£8.95

# How Do You Do

B a r & R e s t a u r a n t

## BURGERS

Try our extraordinary homemade beef burgers,  
each served as a large patty with Iceberg  
lettuce, caramelised onion jam, a choice of chips or fries, our  
HDYD sauce

& a giant homemade onion ring.

(GF) DENOTES GLUTEN FREE OPTION AVAILABLE UPON REQUEST.

ASK STAFF FOR DETAILS.

<b>HOW DO YOU DO CHEESE BURGER (GF)</b> <small>BEEF BURGER &amp; CHEDDAR CHEESE</small>	<b>£9.95</b>
<b>MEXICAN BURGER (GF)</b> <small>BEEF BURGER, PULLED BEEF, NACHOS, JALAPEÑOS &amp; CUBAN SAUCE</small>	<b>£10.95</b>
<b>BREADED BUTTER MILK CHICKEN BURGER</b> <small>BUTTERMILK CHICKEN BREAST</small>	<b>£9.95</b>
<b>GRILLED HALLOUMI BURGER (V) (GF)</b> <small>SERVED WITH SWEET CHILLI SAUCE</small>	<b>£7.95</b>
<b>HONEY PIRI PIRI CHICKEN BURGER (GF)</b> <small>BUTTERMILK CHICKEN BREAST, PULLED HONEY PIRI CHICKEN &amp; CHEDDAR CHEESE</small>	<b>£10.95</b>
<b>POSH FISH BURGER (GF)</b> <small>BEER BATTERED FISH FILET &amp; TARTAR SAUCE</small>	<b>£9.95</b>
<b>CHEF'S SPECIAL BIG DADDY BURGER (GF)</b> <small>BEEF BURGER, PULLED BEEF, EGG, BACON &amp; CHEDDAR CHEESE</small>	<b>£11.95</b>
<b>HANDMADE VEGGIE BURGER (V)</b> <small>PAN FRIED VEGGIE PATTI SERVED WITH YOUR CHOICE OF SAUCE</small>	<b>£7.95</b>

# HOW DO YOU DO

B A R & R E S T A U R A N T

## APPETISERS

(V) DENOTES VEGETARIAN & (GF) DENOTES GLUTEN FREE OPTION AVAILABLE  
UPON REQUEST. ASK STAFF FOR DETAILS.

### BREAD

FOCACCIA BREAD & OLIVES (V)(GF)	£4.95
FRESH BAKED FOCACCIA, BALSAMIC, OLIVE OIL & OLIVES	
GARLIC BREAD (V)	£4.95
GARLIC BREAD WITH CHEESE (V)	£5.95
GARLIC BREAD TOMATO AND CHILLI (V)	£5.95

### MEAT

CHICKEN LIVER PATE (GF)	£5.95
SERVED WITH CARAMELISED RED ONION JAM & TOAST	
MEATBALLS (GF)	£4.95
SERVED IN A RICH TOMATO SAUCE & A SPRINKLE OF PARMESAN	
CHICKEN WINGS (GF)	£5.95
SERVED IN YOUR CHOICE OF SAUCE BBQ, SWEET CHILLI OR SPICY	

### SEAFOOD

PRAWN COCKTAIL (GF)	£5.95
SERVED WITH MARIE ROSE SAUCE, SALAD & TOAST	
CALAMARI	£5.50
SERVED WITH GARLIC & BURNT LEMON AIOLI	
HONEY PIRI PIRI KING PRAWNS (GF)	£6.95
SERVED IN A HONEY PIRI PIRI SAUCE	
MUSSELS (GF)	£5.95
SERVED IN WHITE WINE OR TOMATO & GARLIC SAUCE	

### MISC

SOUP OF THE DAY (V)(GF)	£3.95
SERVED WITH A WARM BREAD ROLL	
POTATO SKINS (V)(GF)	£3.95
SERVED WITH GARLIC MAYO, BBQ OR KETCHUP	
NACHOS (V)	£3.95
SERVED WITH SALSA, SOUR CREAM & GUACAMOLE	
ADD PULLED CHICKEN THIGA OR PULLED BEEF FOR £2	
HALLOUMI FRIES (V)(GF)	£4.95
SERVED WITH SWEET CHILLI DIP	
BRUSCHETTA POMODORI (V)(GF)	£4.54
SERVED WITH CHOPPED TOMATOES, RED ONION, GARLIC, BASIL & OLIVE OIL	



# HOW DO YOU DO

## SUNDAY LUNCH

### STARTERS



**SOLIP OF THE DAY** £4.50  
Warm Roll

**POTATO SKINS** £3.95  
Garlic Mayo, Ketchup or BBQ Sauce

**GARLIC BREAD** £4.95

**GARLIC BREAD WITH CHEESE** £5.95

**GARLIC BREAD TOMATO & CHILLI** £5.95

**HALLOUMI FRIES (V)** £4.95  
Sweet Chilli Dipping Sauce

**CHICKEN LIVER PATE** £4.95  
Served with Toasted Bread & Onion Jam

**PRAWN COCKTAIL** £5.95  
Served with Marie Rose Sauce



### ROASTS



**SLOW COOKED BEEF** £9.95

**NORTHUMBERLAND BELLY PORK** £9.95

**CHICKEN SUPREME** £8.95

**MEATLESS ROAST** £7.95

**TRIO OF MEATS** £14.95

To accompany Roasts – Traditional Trimmings –  
Gravy – Yorkshire Puddings

### MAINS

**FISH & CHIPS** £9.95  
Chunky Chips - Mushy Peas - Tartar Sauce

**FRESH FRIED SCAMPI** £9.95  
Chunky Chips - Mushy Peas - Tartar Sauce

**THE HDYD CHEESE BURGER** £9.95  
Lettuce – HDYD Sauce – Chunky Chips – Onion Rings

### PIZZA & PASTA

**BBQ CHICKEN** £7.95  
Seasoned BBQ Sauce

**THE NOT SO BORING MARGHERITA** £6.95  
Tomato – Mozzarella – Basil (V)

**THE BIG FAT PEPPERONI** £8.95  
Pepperoni – Mozzarella – Chilli

**PENNE CARBANORA** £7.95  
Bacon cooked in Creamy parsley parmesan sauce

**MAC & CHEESE** £9.95  
Served with Fries





# HOW DO YOU DO

## **MAD HATTERS AFTERNOON TEA**

*Served Monday - Sunday 12-5pm*

*"Tumble down the rabbit hole...." at HDYD*

*Freshly Baked Scone Selection Jam & Cream or butter*

*Ham & Pease Pudding Sandwiches*

*Cheese Savoury Sandwiches*

*Pink Flamingo Lemonade*

*Queen of Hearts Victoria Sponge Cake*

*Chocolate Brownie*

*Mini Macaroons*

*Mini Eton Mess*

*Swirly Lollipop*

*With Tea or Coffee £13.95*

*With Prosecco or Cocktail £16.95*

*With Prosecco & Cocktail £21.95*

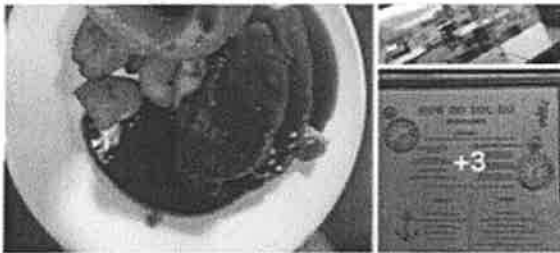


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How Do You Do

...

Posted by Kamran Kamkaze Kamal Ozkan  
24 October · 🌐

In light of the governments decision to refuse free school meals throughout half term, we have decided to offer free children's meals throughout half term, as a family run business who have children ourselves we believe no child should go hungry, we will be offering free children's meals to collect from Tuesday 27st to Saturday 31st October from 12-7pm just call in or give us a ring or message on the Facebook page, and we will package a meal up for the children (child) for you to collect.

Also we are doing same free school dinner  
How do you do Peterlee  
Martin's restaurant peterlee  
Oven restaurant Darlington  
Istanbul Manchester



I am writing this letter in support of How Do You Do situated on Hudson Street in North Shields having read on North Tyneside Council's website the Police intention to withdraw their licence to serve alcohol.

This business has been operating at its current site for as long as I can remember, I have had dealings with it both as a customer and as a police officer who spent most of his career in North Shields.

I have had no negative dealings with the business in my professional career and certainly none as a customer.

For many years it was the only operating business in that area, everything around it was closed or derelict including the new housing on Hudson Street and Dockwray Square. The land to the rear of the pub housed a derelict battery factory and the Irving building which now comprises of luxury flats was a derelict hang out for drug users.

The business has passed through several hands and I have had dealings with many of them both personally and professionally and always found the owners responsible individuals who wanted to create a good business.

I have frequented the restaurant on numerous occasions over the past five years, four to five times a month for food and or drinks.

I have taken in friends from out of the area as well as my parents and in-laws. Under the current owners the restaurant is a friendly well-kept establishment, and it is clear investment has been put into the business.

I would say the premises are more of a restaurant than a public house catering for people of my age and I rarely see young people in here.

Up until September of 2020 prior to starting University. my daughter worked at the premises as a part-time waitress. I attended regularly to collect her from work both on weekdays and weekends at around 11 or 12 o'clock.

I would often arrive early and wait outside and at no time did I ever see any antisocial behaviour, I did not witness excess noise and did not see any groups of young people coming or going from the premises.

My daughter felt comfortable at work and never made any reference to feeling unsafe nor did she ever witness fights or disorder at the establishment.

Having read through the incidents of support on the council website I note that many of them are unsubstantiated. There are reports of disorder from local residents and on mainly all but one there is no evidence from police that anything untoward was happening on arrival, indeed on many of the occasions the police have not even attended the premises.

As a resident of the area myself it seems pretty obvious from the nature of these complaints that local residents want the licence revoked as the premises are now in the centre of an expensive redeveloped private housing area.

This business has been at this location for as long as I can remember and if people are buying houses next to it surely, they should take that into consideration prior to purchase and not make efforts afterwards to close a business because they don't like living next to it.

Is the approach to revoke this licence proportional to the alleged disorder listed on the council website. It seems pretty clear to me reading it that the answer is no as the majority of the incidents required no police action.

I actually submitted a freedom of information request to Northumbria Police asking how many incidents they had responded to between September 2019 and December 2020 at the premises.

I was somewhat shocked at the response, there had been 24 calls to the premises, but the police only needed to take any action on 4 occasions.

That action was listed as arrest, summons or warnings but still the number was 4 in 12 months, is this indicative of a business where Police say:

"Northumbria Police are extremely concerned about the escalating incidents at the premises and the apparent lack of control both the owners and specifically the DPS have in relation to the premises," states the force's application"

So, on 20 occasions nothing was found on police arrival or they did not attend which clearly indicates bogus or exaggerated calls in an attempt to falsify figures and create an illusion that Police are at the premises regularly.

In the current situation we find ourselves in worldwide with businesses closed and making no income due to Covid regulations why are the police and the council trying to close another one, putting people's livelihoods at risk and possibly creating another empty derelict building.

I fully support the business and register my objection to the proposal to revoke the licence of the business.

Once restrictions from Covid relax I would like to have a nice restaurant to go to and socialise with friends not see another boarded-up pub that is now becoming such a common sight across our region.

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