

**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 Colin Curran was running a similar style of operation in Whitley Bay, called “How Do You Do”. We decided to work with Colin 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 servery 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 servery 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, Kamran 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 re-open 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 Sam Fender (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

**From:** Sharon Hales <[sharonhales@sky.com](mailto:sharonhales@sky.com)>  
**Date:** 18 January 2021 at 15:42:25 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**Subject:** From 38 Renaissance Point  
**Reply-To:** Sharon Hales <[sharonhales@sky.com](mailto:sharonhales@sky.com)>

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,

Sharon Hales & Pam Winter

38 Renaissance Point  
North Shields  
Tyne & Wear  
NE30 1LA

From: **Danielle Louise** <[daniellelouise9489@gmail.com](mailto:daniellelouise9489@gmail.com)>  
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  
Danielle Guler  
75 Bewick Park  
Wallsend  
NE28 9RY

**From:** Jordan Barker <[jordanbarker25@hotmail.com](mailto:jordanbarker25@hotmail.com)>

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

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**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,

Jordan

Jordan Barker  
50 Moor Drive  
Wallsend  
NE28 9FE

On 16 Jan 2021, at 14:12, Amy Barker-Porter <[amybarkerporter@gmail.com](mailto:amybarkerporter@gmail.com)> 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

Mrs Amy Barker-Porter

50 Moor Drive - Wallsend - NE28 9fe

**From:** Ryan Van-Zandvliet <[ryanvanzan@icloud.com](mailto:ryanvanzan@icloud.com)>

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

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**Subject:** Ryan Van-Zandvliet HDYD

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

Ryan Van-Zandvliet  
111 Chirton West View

**From:** Mark Davidson <[purplebox2017@gmail.com](mailto:purplebox2017@gmail.com)>

**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

Mark Davidson  
21 Hazeldene Court

**From:** Manic Mabel <[juliebishop70@gmail.com](mailto:juliebishop70@gmail.com)>  
**Date:** 17 January 2021 at 15:15:06 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**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,

Julie Bishop  
21 Tarrington Close  
Wallsend  
NE28 0QS

On 17 Jan 2021, at 15:53, Anne Nicholson <[annich06@aol.com](mailto:annich06@aol.com)> wrote:

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

Anne  
Finchdale Close  
North Shields

> On 17 Jan 2021, at 17:16, Jack Carr <[carrjack418@gmail.com](mailto:carrjack418@gmail.com)> 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,

> Jack

119 Gardner Park

On 17 Jan 2021, at 19:23, D Houghton <[houghton\\_d@sky.com](mailto:houghton_d@sky.com)> 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,

>>

>> Diane and Ged

>>

>> 46, Renaissance Point

>>

>>

>>

>>

**From:** [richardathey@doctors.org.uk](mailto:richardathey@doctors.org.uk)  
**Date:** 17 January 2021 at 18:43:38 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**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.

Dr Richard Athey

25 Renaissance Point North Shields NE301LA

07989178008

[richardathey@doctors.org.uk](mailto:richardathey@doctors.org.uk)

**From:** Vincenzo Stifanelli <[r32hjr@gmail.com](mailto:r32hjr@gmail.com)>

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

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**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

Mr Vincenzo Stifanelli & Miss Steph Easton

12 Renaissance Point  
North Shields  
NE30 1LA  
Tel: 07753883867  
Email: [R32hjr@gmail.com](mailto:R32hjr@gmail.com)

**From:** marion pooley <[marionpooley@hotmail.com](mailto:marionpooley@hotmail.com)>

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

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**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 .

Mr & Mrs R Pooley  
23 Renaissance Point  
NE30 1LA

**From:** Caroline Dent <cazde2@gmail.com>

**Date:** 19 January 2021 at 16:18:43 GMT

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**Subject:** How do you do & Keenan Ozkan

1 Dockwray Square,  
North Shields,  
Tyne & Wear,  
NE30 1JZ.

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

Caroline Dent

**From:** Helen Barbour <[barbourella9@gmail.com](mailto:barbourella9@gmail.com)>

**Date:** 19 January 2021 at 16:14:21 GMT

**To:** [info@howdoyoudorestaurant.co.uk](mailto:info@howdoyoudorestaurant.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 14 Tyne Street, North Shields 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.

Helen Barbour (Mrs)

**From:** Jonny Larman <[jonathan.larman@hotmail.co.uk](mailto:jonathan.larman@hotmail.co.uk)>  
**Date:** 20 January 2021 at 00:34:09 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**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  
Jonny Larman  
18 Renaissance Point NE30 1LA

4 Bird Street  
North Shields  
Tyne & Wear  
NE30 1DJ

Mobile: 07957583127

[colinroll1@yahoo.co.uk](mailto:colinroll1@yahoo.co.uk)

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 in Bird Street 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,

Mr Colin Roll

Paul King  
21 Dockwray square  
North Shields  
NE301JZ

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:** "WHITE, Gail (THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST)"  
<[gail.white2@nhs.net](mailto:gail.white2@nhs.net)>  
**Date:** 19 January 2021 at 20:10:12 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**Cc:** Gail White <[gail.white13@aol.co.uk](mailto:gail.white13@aol.co.uk)>  
**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 there 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 proceeded 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. There 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 on 07960227178.

Regards  
Gail White  
39 Renaissance Point North Shields NE30 1LA

**From:** Jenny Fraser <jennyfraser30@icloud.com>  
**Date:** 19 January 2021 at 17:15:50 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**Subject:** Reference

To whom it may concern

My name is Jenny Fraser.

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.

Kennan 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

Jenny Fraser

23 Hudson street  
North Shields  
NE30 1JP

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

Steven L Moore  
41 Coburg Street  
Ne30 2hx  
07931675502

**From:** Eleysha Brown <[eleyshab@yahoo.com](mailto:eleyshab@yahoo.com)>

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

**To:** Keenan Ozkan <[keenanozkan@me.com](mailto:keenanozkan@me.com)>

**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!

Eleysha Brown  
Preston Grange  
North Shields  
NE299EW

**From:** Jade Miles <[milesjade4@gmail.com](mailto:milesjade4@gmail.com)>

**Date:** 19 January 2021 at 19:34:30 GMT

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**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:** Simon Houghton <[simon.houghton@live.co.uk](mailto:simon.houghton@live.co.uk)>

**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

Simon Houghton

**From:** Jolyon Yates <jyates@me.com>  
**Date:** 20 January 2021 at 16:08:19 GMT  
**To:** keenanozkan@me.com  
**Subject:** ... I write in support of Keenan Ozkan

20.1.21

J. Yates  
50, Renaissance Pt.  
North Shields  
NE30 1LA

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 50 Renaissance Point.

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,

J. Yates

**From:** Darren Mayne <[mayne\\_darren@yahoo.com](mailto:mayne_darren@yahoo.com)>  
**Date:** 20 January 2021 at 17:19:31 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**Subject:** My Feedback  
**Reply-To:** Darren Mayne <[mayne\\_darren@yahoo.com](mailto:mayne_darren@yahoo.com)>

Mr & Mrs Mayne  
22 [Renaissance Point](#)  
[NE30 1LA](#)

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 King Edward 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, Darren and Debbie.

**From:** emma middleton <[pukkabar70@hotmail.com](mailto:pukkabar70@hotmail.com)>

**Date:** 20 January 2021 at 15:53:50 GMT

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.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.

Emma middleton

47 north king st

north shields

ne30 2hs

**From:** Andrew Cuthbertson <[awcuthbertson@gmail.com](mailto:awcuthbertson@gmail.com)>

**Date:** 21 January 2021 at 14:51:02 GMT

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**Subject:** How Do You Do / Keenan Ozkan

Andrew Cuthbertson  
28 Military Road  
North Shields  
NE30 2AB  
Tel: 07494 111505

To Whom it May Concern.

I was the owner and resident of 21 Renaissance Point, North Shields, NE30 1LA 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 21 Renaissance Point 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 21 Renaissance Point 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

Andrew Cuthbertson

**From:** Ashley Lowes <ashleylowes1993@yahoo.co.uk>

**Date:** 21 January 2021 at 07:42:13 GMT

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**Subject:** How do you do

Good morning,

I am writing you 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

Ashley

**From:** alison Anderson-McIntosh <[aliandy.mac007@gmail.com](mailto:aliandy.mac007@gmail.com)>  
**Date:** 22 January 2021 at 12:20:25 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

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.

Ali and Manetta Anderson-Mcintosh  
11 Renaissance Point  
North Shields  
NE30 1LA

> To whom it may concern.

>

> My name is Sandra Cockburn and live at 8 Irvin Building, Union Quays, North Shields. NE 30 1HB.

>

> 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 Dockwary Square. 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 07767709415

>

> Yours sincerely

>

> Miss S Cockburn

**From:** Peter Ferguson <[peterferguson2@aol.com](mailto:peterferguson2@aol.com)>  
**Date:** 25 January 2021 at 21:59:41 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**Subject:** HOW DO YOU DO PUM  
**Reply-To:** Peter Ferguson <[peterferguson2@aol.com](mailto:peterferguson2@aol.com)>

Dear / sir

52, Renaissance Pt.  
North Shields  
NE30 1LA

I am writing in support of the How Do You Pub on Hudson Street, North Shields. I live at in Renaissance Point, North Shields - the same street as the pub is in. I have lived in Renaissance Point 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.

Peter and Joyce Ferguson

**From:** ANNE CUTLER <anneecutler@hotmail.com>  
**Date:** 26 January 2021 at 21:11:10 GMT  
**To:** Keenan Ozkan <keenanozkan@me.com>  
**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 5, Renaissance Point for circa. 8 years now so can remember way back when it was called The Wooden Doll. There was 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  
Anne

**From:** Gladys Redden <[gladysredden@hotmail.com](mailto:gladysredden@hotmail.com)>

**Date:** 27 January 2021 at 14:14:07 GMT

**To:** [datekeenanozkan@me.com](mailto:datekeenanozkan@me.com)

**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.

Mrs. Gladys Redden. 101, Dolphin Quay, Clive Street, North Shields, NE296HJ.

Sent from my iPad

**From:** nicola cater <[nicci.70@hotmail.com](mailto:nicci.70@hotmail.com)>

**Date:** 27 January 2021 at 19:24:37 GMT

**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)

**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.

Nicola Cater.  
35 Renaissance Point.  
North Shields.  
NE30 1LA.

07947638795.

**From:** J <jangsc@yaho.co.uk>  
**Date:** 27 January 2021 at 23:30:02 GMT  
**To:** [keenanozkan@me.com](mailto:keenanozkan@me.com)  
**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



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**ELECTRIC VEHICLE** **EV**  
DRIVERS ASSOCIATION **DA**

**From:** Paul Van <[paul\\_vanz@icloud.com](mailto:paul_vanz@icloud.com)>

**Date:** 28 January 2021 at 15:07:18 GMT

**To:** [Keenanozkan@me.com](mailto:Keenanozkan@me.com)

**Subject:** How do you do

Paul Van-Zandvliet  
11 kettlewell terrace  
NE30 1BT  
28/01/21

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

P Van-Zandvliet

**Stephanie Graham**

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**From:** Rob Nelson  
**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

R Nelson

Sent from my iPhone

## Stephanie Graham

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**From:** Manic Mabel  
**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,

Julie Bishop

## Stephanie Graham

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**From:** Louise Rennie [l.ennie@jamescohen.com](mailto:l.ennie@jamescohen.com)  
**Sent:** 07 January 2021 16:44  
**To:** Liquor Licensing  
**Subject:** How Do You Do - North Shields.

\*EXTRNL\*

To whom it may concern.

I have visited this establishment many times for various special occasions, but also just to pop in for a meal.

Every time we have been the staff have always very polite and helpful and there has always been a lovely, welcoming family atmosphere. We have gladly taken children and elderly relatives here and we have never felt uncomfortable or uneasy whilst visiting.

We have greatly missed being able to visit due to the ongoing pandemic. We look forward to hopefully returning very soon, when we are again able to socialise in restaurants and bars again.

Thank you for your time.

Kind regards.

Mrs Louise Rennie.

Sent from Yahoo Mail on Android

**Stephanie Graham**

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**From:** steve mulvany<  
**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:** Angela Mandeir <  
**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

Angela Mandeir

Sent from Yahoo Mail for iPhone

**Stephanie Graham**

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**From:** Simon Houghton  
**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

Simon Houghton

## Stephanie Graham

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**From:** tom orton  
**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  
Tom  
Durham

**Stephanie Graham**

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**From:** Hayden Grant  
**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:** thomas jennison  
**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

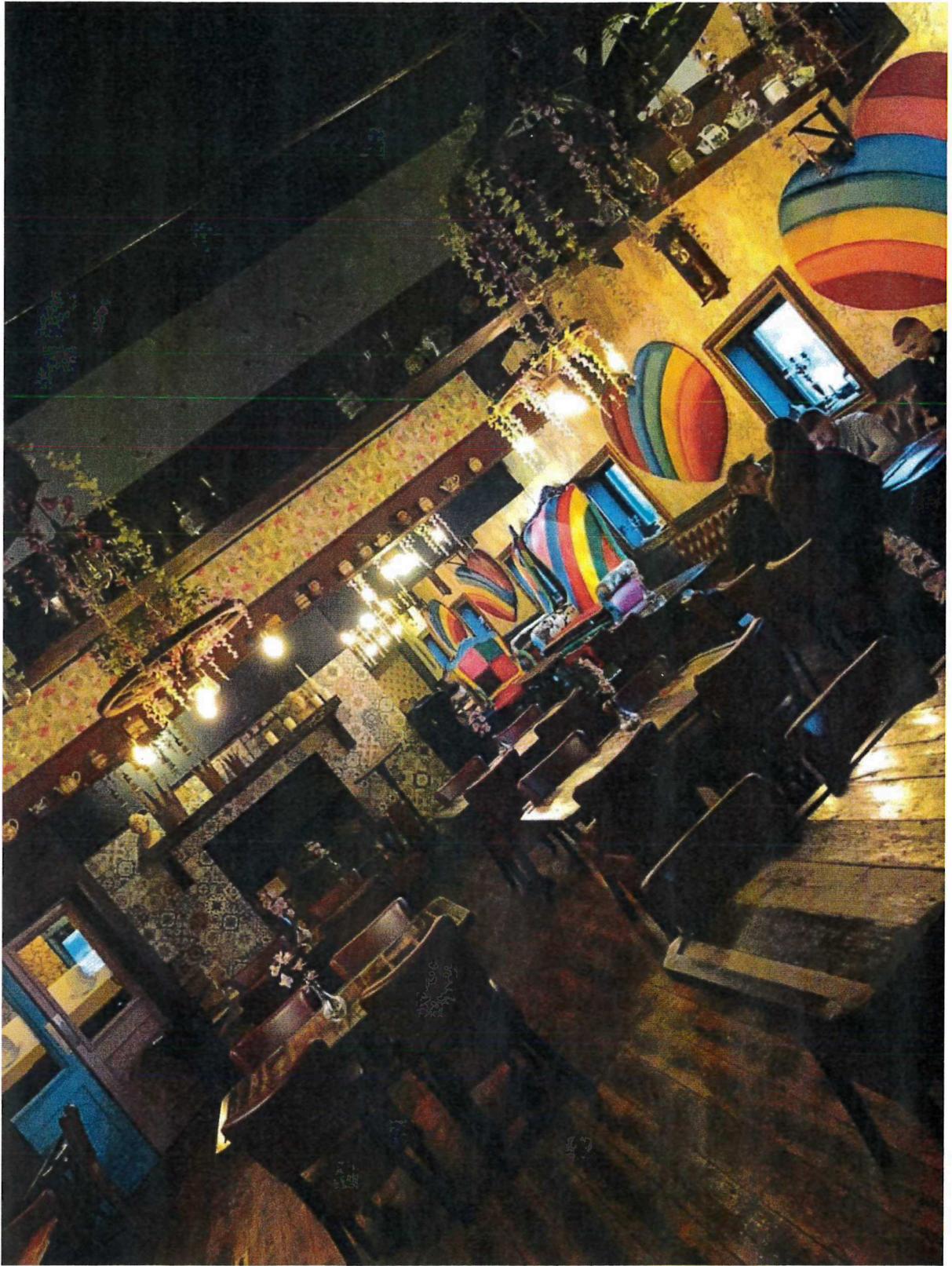
I regularly visit How do you do travelling up from Darlington . Keenan has a restaurant their too so I have supported him since . Keenan is very professional and treats all his customers with courtesy and respect . How do you do is very welcoming and friendly to family , couples and singles . My wife 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

Glenn Armstrong

Sent via BT Email App



















# 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 CHUNKY CHIPS OR SALAD - HOUSE SALAD & A CHOICE OF PEPPERCORN OR DIANE SAUCE

#### RUMP STEAK (GF) £13.95

SERVED WITH CHUNKY 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 & JALAPENOS  
BEEF OR PRAWN FOR AN ADDITIONAL £2

#### 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 £2

#### 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

TEMPURA PRAWNS - CALAMARI - SCAMPI, BEER BATTERED FISH FILET & FISH CAKES  
SERVED WITH CHIPS & DIPS

£14.95

#### FISH & CHIPS (GF)

SERVED WITH MUSHY PEAS & TARTER SAUCE

£9.95

#### HANGING TIGER PRAWN KEBAB (GF)

SERVED WITH PIRI PIRI SAUCE, CHIPS & SALAD

£10.95

#### FRESH FRIED SCAMPI

SERVED WITH CHIPS, MUSHY PEAS & TARTER SAUCE

£9.95

#### NORTH SHIELDS FISH CAKES

SERVED WITH MUSHY PEAS & TARTER SAUCE

£9.95

#### PAN FRIED SEABASS (GF)

SERVED WITH RICE, STIR FRIED VEG & THAI CURRY SAUCE

£13.95

### VEGGIE

#### GRILLED HALLOUMI SALAD

SERVED WITH SWEET CHILLI SAUCE

£8.95

#### GRILLED HALLOUMI KEBAB

SERVED WITH CHIPS & HOUSE SALAD

£9.95

#### VEGGIE FAJITAS (GF)

SERVED WITH TORTILLAS, SOUR CREAM, SALSA, JALAPENOS & GUACAMOLE  
ADD GRILLED HALLOUMI FOR AN ADDITIONAL £2

£9.95

# 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 ADD 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> BEEF BURGER & CHEDDAR CHEESE	£9.95
<b>MEXICAN BURGER (GF)</b> BEEF BURGER, PULLED BEEF, NACHOS, JALAPEÑOS & CUBAN SAUCE	£10.95
<b>BREADED BUTTER MILK CHICKEN BURGER</b> BUTTERMILK CHICKEN BREAST	£9.95
<b>GRILLED HALLOUMI BURGER (V) (GF)</b> SERVED WITH SWEET CHILLI SAUCE	£7.95
<b>HONEY PIRI PIRI CHICKEN BURGER (GF)</b> BUTTERMILK CHICKEN BREAST, PULLED HONEY PIRI CHICKEN & CHEDDAR CHEESE	£10.95
<b>POSH FISH BURGER (GF)</b> BEER BATTERED FISH FILET & TARTER SAUCE	£9.95
<b>CHEF'S SPECIAL BIG DADDY BURGER (GF)</b> BEEF BURGER, PULLED BEEF, EGG, BACON & CHEDDAR CHEESE	£11.95
<b>HANDMADE VEGGIE BURGER (V)</b> PAN FRIED VEGGIE PATTI SERVED WITH YOUR CHOICE OF SAUCE	£7.95

# 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

<b>FOCACCIA BREAD &amp; OLIVES (V)(GF)</b>	<b>£4.95</b>
FRESH BAKED FOCACCIA, BALSAMIC, OLIVE OIL & OLIVES	
<b>GARLIC BREAD (V)</b>	<b>£4.95</b>
<b>GARLIC BREAD WITH CHEESE (V)</b>	<b>£5.95</b>
<b>GARLIC BREAD TOMATO AND CHILLI (V)</b>	<b>£5.95</b>

### SEAFOOD

<b>PRAWN COCKTAIL (GF)</b>	<b>£5.95</b>
SERVED WITH MARIE ROSE SAUCE, SALAD & TOAST	
<b>CALAMARI</b>	<b>£5.50</b>
SERVED WITH GARLIC & BURNT LEMON AIOLI	
<b>HONEY PIRI PIRI KING PRAWNS (GF)</b>	<b>£6.95</b>
SERVED IN A HONEY PIRI PIRI SAUCE	
<b>MUSSELS (GF)</b>	<b>£5.95</b>
SERVED IN WHITE WINE OR TOMATO & GARLIC SAUCE	

### MEAT

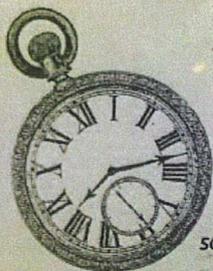
<b>CHICKEN LIVER PATE (GF)</b>	<b>£5.95</b>
SERVED WITH CARAMELISED RED ONION JAM & TOAST	
<b>MEATBALLS (GF)</b>	<b>£4.95</b>
SERVED IN A RICH TOMATO SAUCE & A SPRINKLE OF PARMESAN	
<b>CHICKEN WINGS (GF)</b>	<b>£5.95</b>
SERVED IN YOUR CHOICE OF SAUCE BBQ, SWEET CHILLI OR SPICY	

### MISC

<b>SOUP OF THE DAY (V)(GF)</b>	<b>£3.95</b>
SERVED WITH A WARM BREAD ROLL	
<b>POTATO SKINS (V)(GF)</b>	<b>£3.95</b>
SERVED WITH GARLIC MAYO, BBQ OR KETCHUP	
<b>NACHOS (V)</b>	<b>£3.95</b>
SERVED WITH SALSA, SOUR CREAM & GUACAMOLE	
ADD PULLED CHICKEN TINGA OR PULLED BEEF FOR £2	
<b>HALLOUMI FRIES (V)(GF)</b>	<b>£4.95</b>
SERVED WITH SWEET CHILLI DIP	
<b>BRUSCHETTA POMODORI (V)(GF)</b>	<b>£4.54</b>
SERVED WITH CHOPPED TOMATOES, RED ONION, GARLIC, BASIL & OLIVE OIL	

# HOW DO YOU DO

## SUNDAY LUNCH



### STARTERS

SOUP OF THE DAY £4.50  
Warm Roll

POTATO SKINS £3.95  
Garlic Mayo, Ketchup or BBQ Sauce

GARLIC BREAD £4.95

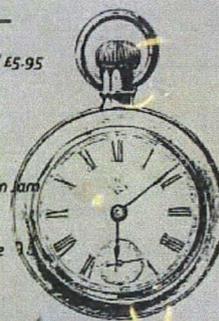
GARLIC BREAD WITH CHEESE £5.95

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 SURPREME £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

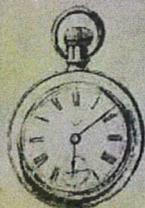
Pepperoni – Mozzarella – Chilli

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*

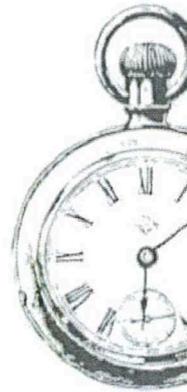
*Mini Eton Mess*

*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 Kamikaze Kamil 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  
Martinos restaurant peterlee  
Oven restaurant Darligton  
Istanblue Manchester

