

## Appendix 2 – Representations from Other Persons

**Ellen Hardy**  
**96 Thurmond Crescent, Winchester, SO22 4DH**  
**Received 25 June 2021**

Subject: Re: The Exchange

Hi there

I've learnt that The Exchange pub has come under review regarding their license.

The Exchange is a lovely place to spend time. It is clear that the bar staff do everything in their power to make sure all customers are safe and happy. Also, the pub itself with the extra seating outside makes the experience comfortable and enjoyable. The new measurements that The Exchange has taken due to covid has made my friends and I feel safe whilst still being able to have a relaxed evening.

Many thanks,

Ellen

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Good morning Briony

My name is Ellen Hardy and my university address is:

96 Thurmond Crescent  
Winchester, Hants  
SO22 4DH

Kind regards

Ellen

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Okay thank you.

I feel that The Exchange is a very safe pub to relax. On the very few occasions there has been a disturbance from another customer, the bar staff have dealt with it firmly, fairly and quickly. They have been present and caring to those involved and upset, whilst still calmly handling the situation.

Ellen Hardy  
96 Thurmond Crescent  
SO22 4DH

## Appendix 2 – Representations from Other Persons

**Jane Dyke**  
**23 St Thomas Street, Winchester, SO23 9HJ**  
**Received 28 June 2021**

Subject: The Exchange 9 Southgate Street, Winchester

Attention the Licensing manager

Notice of application for review Of a premise license, licensing act 2003

Dear Sir

Over the last 2 years when the pub has been allowed to open there has been a noticeable increase in 'public nuisance' .

The Pub is popular with young people and the clients often spill out into the road. On 2 occasions I have felt very intimidated while driving home passing the pub, with groups of people refusing to move out of the Road. On one occasion I nearly ran over a child who ran out of the corner door straight into the Road as I was turning into St Clements street. On another occasion a young lady was face down in the road unable to get up and had to be lifted by friends in order to clear the road. Many times I have had to block Southgate Street as I am unable to turn into St Clements Street due to clients loitering in the corner door area and on to the street. Then further down at the garden entrance the highway is compromised by clients drinking in the street.

We live on St Thomas Street and even with the windows closed can hear the pub after midnight most weekends.

With the summer evenings warming up the noise disturbance is particularly noticeable, and it is impossible to keep our windows shut.

Could we ask that consideration be given to earlier closing times and moving clients from the premises after closing, as well as restrictions on the use of outside entertainment.

On days when there is a popular sporting event it is impossible to enjoy our own garden as we are invaded by the noise of sporting fans and revellers. There is no need for us to have our own television as we can hear the commentary from the screen in the pub garden 300ft away. Is it possible to restrict the sound levels on this form of entertainment ?

Public nuisance is fuelled by alcohol : vomit on the street, urinating on the pavement, colourful offensive language are becoming a part of our outdoor experience. Fighting in the street and knocking on our windows/ door after midnight are increasing.

I will now avoid The Exchange and St Clements Street walking or driving by, as the area feels unsafe and I feel vulnerable.

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Issues: Public nuisance

1. Noise
2. Anti social behaviour
3. Safety - highways
4. Intimidation

Sorry to sound like a 'moaning Minnie' but the noise is becoming unbearable. We are 300ft away and we are affected by the noise particularly as well as feeling vulnerable. Others living closer have a worse experience.

Please can I ask if these matters can be considered in the license review.

Kind regards

Jane Dyke

[REDACTED]

23 St Thomas Street

Sent from my phone.

## Appendix 2 – Representations from Other Persons

**Nigel and Margo Swettenham**  
**3 Penarth Place, St Thomas Street, Winchester, SO23 9HJ**  
**Received 10 July 2021**

RE: Licensing Review - The Exchange (Licence No. 288)

**Re. Review of a Premises Licence Licensing Act 2003 - The Exchange, 9 Southgate Street, Winchester, SO23 9DZ**

**Dear Sir/Madam,**

We SUPPORT the Licence Review instigated by Winchester Police, and endorse their requested conditions on any continuation of the licence for the premises.

### **Personal Experience**

We live on St Thomas Street and have personally experienced anti-social behaviour and extreme noise associated with The Exchange.

On occasions recently, when turning our car into St Clements Street, we have been forced to carefully navigate a large group of unhelpful young people who appeared to be queuing to get into the pub (they were not social distancing). On one occasion a small group was standing in the road and unwilling to move aside.

On multiple occasions we have been disturbed in the evening and night by extreme noise – especially during apparent televised sporting or other events – which has intruded into the normal peace of our back garden, and especially through the window of our bedroom at the top and front of our home, later in the evening. This has disturbed our sleep and tranquillity.

### **The Prevention of Crime and Disorder**

We believe the current operation of The Exchange results in disorder and breaches of the law, and that the police have shown ample evidence of that.

### **Public Safety**

Our own experience shows that large numbers of intoxicated and/or obstructive young people pose a risk to themselves and the normal public use of St Clements Street.

### **Prevention of Public Nuisance**

We have been subject to public nuisance, including difficulty transiting St Clements Street and being disturbed and kept awake at night by extreme noise.

### **The Protection of Children from Harm**

The police application clearly indicates that there is actual and presumed under-age drinking at The Exchange ... and this is likely to create a risk of harm to children (under 18s). There is also collateral risk with drugs paraphernalia and drunkenness on the streets.

**NOISE**

In addition to the conditions proposed by PC Swallow on any extension to the Premises Licence, we would also like to see a formal recognition of noise nuisance, with clear limits applied and subsequent regular monitoring of compliance.

Sincerely,

**Nigel and Margo Swettenham**

3 Penarth Place, St Thomas Street, Winchester, SO23 9HR

## Appendix 2 – Representations from Other Persons

**Gosschalks LLP on behalf of Ei Group Ltd**  
**Queens Gardens, Hull, HU1 3DZ**  
**Received 16 July 2021**

GOSSCHALKS

BY EMAIL ONLY  
Licensing Manager  
Winchester City Council  
City Offices  
Colebrook Street  
WINCHESTER SP23 9LJ

Please ask for: Alex Green  
Direct Tel: [REDACTED]  
Email: [REDACTED]  
Our ref: ARG/ MJM / 098454.27328  
Your ref:  
Date: 16 July 2021

Dear Sirs,

Re: Licensing Act 2003 – Review Proceedings  
The Exchange, 9 Southgate Street, Winchester SO23 9DZ  
Premises Licence number PREM 288

We act on behalf of Ei Group Ltd. Our client is the freehold owner of these premises and we have received a copy of the application for review of the premises licence issued on behalf of Hampshire Constabulary.

We would be grateful if you would accept this letter as a formal representation on behalf of Ei Group Ltd to that review.

Ei Group Ltd owns around 4000 public houses in England and Wales. The vast majority of these premises are the subject of lease/tenancy agreements through which the tenant operates his/her/its own business out of our client's premises. The lease/tenancy agreement makes it clear that all operational responsibility for the premises lies with the tenant. The Exchange is the subject of a tenancy in favour of Colin Clark, the Premises Licence holder, who has been operating these premises for at least 21 years.

Please note we take a wholly neutral stance with regards to the allegations made given that our client has no operational responsibility for the operation of the premises.

Our representation is that the licensing objectives would be promoted by the imposition of the conditions detailed by PC Swallow in the application for review.

We would be grateful if you could acknowledge receipt of this representation and advise as to the date of the hearing. We look forward to hearing from you.

Yours faithfully



**GOSSCHALKS LLP**

Appendix 2 – Representations from Other Persons

**Ifrah Zeb**  
**7G St Clement Street, Winchester, SO23 9DR**  
**Received 16 July 2021**

Subject: The Exchange Public House, 9 Southgate St

Dear Sir/Madam,

Hope you're well

As a current resident of St Clement Street (7G, Ifrah Zeb), I would also like to comment on the general disrespect of the neighbourhood at ALL hours of the night due to those who frequent 'The Exchange'. You hear all sorts of things but it isn't just a noise nuisance (it is difficult to sleep because they are so loud) but it doesn't feel safe as foul language is flung around with ease.

I support adding restrictions and curbing the closing time of 'The Exchange'.

I hope I have sent this to the right place,

Many thanks,

Ifrah Zeb

## Appendix 2 – Representations from Other Persons

**Peter Chittick and Carolyn Fairbairn**  
**24 St Thomas Street, Winchester, SO23 9HJ**  
**Received 16 July 2021**

16th July 2021

Dear Sir/Madam,

Re. The Exchange, 9 Southgate Street - Review of Licence

As home-owning residents on St Thomas Street, we are very substantially and adversely affected by a variety of impacts that The Exchange pub has on the local community. The Exchange is in close proximity to multiple residential dwellings including our own and we have very serious concerns. We cannot imagine that this outcome was what was intended by the Council when initial approvals were granted for the pub to operate outside seating, which we opposed at the time. On the specific licensing objections ...

1. The Prevention of Crime and Disorder.

- The pub has become a magnet for disorder with rubbish and broken glass accumulating in the street. We have heard frequent allegations of drug use and drug dealing in the street and alleyways outside the pub. People leaving the pub are frequently very boisterous and at times aggressive due to intoxication and it is not uncommon to be accosted in the street by groups leaving the pub. This does not, of course, apply to all. But we have frequently seen people leaving the pub and then urinating on neighbours' buildings and in the street.

2. Public Safety.

- There is a clear safety issue as crowds spill out of the pub or are waiting in the street, blocking passing cars, and being at risk themselves from cars. Often, it has seemed like the pub has been "full to bursting" with people on the rear decking presenting a risk to themselves and possibly an evacuation risk. As mentioned above, broken glass is frequently found on St Clement Street, evidently from bottles and glasses that have been taken out of the pub.

3. The Prevention of Public Nuisance.

- For many residents including us, the late-night noise from the pub is one of the biggest nuisances, and this is NOT just a Euro 2020 or Covid phenomenon. Loud chants and singing can be heard at any hour while the pub is open, throughout "drinking up time" and is sometimes at its worst AFTER closing as drunken crowds leave noisily. It is a common occurrence that there is late night noise but I would note one specific occasion recently when, on 6th July (a weekday), I was walking past at 11:45pm. I saw that a group of at least 5 people were seated at an outside table talking loudly with glasses still visible on the table. One further noise nuisance is the loud broadcasting (by outdoor speakers) of commentaries of football and other sporting matches which can be heard throughout the neighbourhood. (No one has



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a problem with major England games but the problem occurs for less important matches as well.)

### 4. The Protection of Children from Harm.

- Aside from the potential harm to children from the above-cited problems, I expect that unpoliced under-age drinking may be taking place. On 7th July, I saw two police (or community service) officers enter the pub (around 7pm) via the garden entrance and 15 seconds later, three young lads came running out the front street entrance. I suspect that they were not of the age of majority.

We would encourage the Council to adopt some or all of the following recommendations for addressing these issues:

- much better training of staff and systems to ensure that outdoor noise is minimised and that clients leaving the pub do so in a quiet and orderly way.
- introduction of clear signage to “respect our neighbours and leave quietly”
- reduction of opening hours to 11pm throughout the week (except Sundays)
- strict enforcement of legal “drinking up time”
- licensed door security for all broadcasted sporting events (with camera monitoring)
- monitored City CCTV in St Clement Street
- increased police and community support presence
- limitation of maximum numbers outside
- no outdoor broadcasting sports commentaries and use of outdoor speakers
- increased sound-proofing to prevent noise escaping and bothering other neighbours

We wish the Exchange pub well as a business that generates employment, tax receipts and pleasure to many people. The happy conversation of young and old enjoying the pub would be a welcome feature of City life but the excesses of loud noise late into the evening and unruly groups of disorderly or criminal individuals on the rear decking, inside and when leaving the pub is strongly undesirable. We have profound concerns about the unwillingness of the pub management to ensure that the adverse impacts of its trade are minimised for the benefit of its neighbours and other members of the public.

Best regards,

Peter Chittick and Carolyn Fairbairn  
24 St Thomas Street, Winchester, SO23 9HJ

## Appendix 2 – Representations from Other Persons

**John Michael Cowking**  
**16 Ranelagh Road, Winchester, SO23 9TA**  
**Received 16 July 2021**

Subject: Review of Premises Licence - The Exchange, 9 Southgate Street

Dear Sir/Madam,

I understand that the licence of The Exchange is to be reviewed.

As a resident of St Cross, Winchester, I normally use The Exchange regularly - usually to watch a football match on-screen with some of my local friends, and sometimes just for a drink - although I have visited pubs much less frequently during the Covid outbreak.

I have always found The Exchange to be a well-managed and friendly environment where I can watch a match and have a drink enjoyably and safely. The atmosphere is normally calm - occasionally lively when a big match is on - but I have never experienced rowdy behaviour there and have always felt at ease there as a customer.

I do not know the circumstances of the particular instance of "public nuisance" at issue - but for me, this is not the norm at The Exchange - indeed, quite the opposite. I can only suspect that some atypical visitors went to The Exchange (possibly something to do with the current Covid restrictions). The normal clientele of The Exchange are calm and law-abiding and I have always found the pub well managed.

I believe that The Exchange plays an important role in Winchester - The Exchange and The Eclipse are my two favourite pubs in the town because they make a pleasant change from the monotonous gastro-pubs that seem to be taking over everywhere. I value The Exchange and I hope that it can be allowed to continue providing an important service to the local community as it has done for years. We would be impoverished without The Exchange.

Yours sincerely, John Michael Cowking (16, Ranelagh Road, St Cross, Winchester)

## Appendix 2 – Representations from Other Persons

**William and Amanda Gubbins**  
**21 St Thomas Street, Winchester, SO23 9HJ**  
**Received 17 July 2021**

Subject: The Exchange, 9 Southgate Street, Winchester

Dear Sir/Madam,

**Re. Review of Premises Licence 288, The Exchange, Winchester SO23 9DZ**

**We support the application for Review made by the Police.**

As residents of St Thomas Street living not far from The Exchange we are very concerned by the impact that the failures of proper compliance with licensing rules and regulations are having on the locality, as particularly illustrated by incidents described in the Police Application, all of which infringe the four licensing objectives of: the Prevention of Crime and Disorder, Public Safety, the Prevention of Public Nuisance and the Protection of Children from Harm.

Residents in the vicinity include young families and the elderly. Passers-by who may not be residents are exposed to the sort of disorderly behaviour overflowing into the street described by the Police. We are also aware that the occupants of nearby offices have been affected.

Even more disturbingly, the nature of the incidents and failures described in the Police report raise the spectre of an extremely serious incident occurring in the future unless the current unsatisfactory situation is addressed.

Accordingly, in addition to the conditions sought by the Police we request that Winchester City Council impose conditions to achieve the following:

Reduction of opening hours to 11 pm (except on Sundays)  
Restriction on broadcasting sport commentaries on outdoor screens and speakers  
Increased sound proofing  
A limit on maximum numbers in the beer garden

Yours faithfully,  
William and Amanda Gubbins  
21 St Thomas Street  
Winchester  
SO23 9HJ

## Appendix 2 – Representations from Other Persons

**Mrs Susan Mottram**  
**1 St Clements Yard, Winchester, SO23 9DR**  
**Received 18 July 2021**

Subject: Review of Licensing Act 2003 of the premises Licence no. 288, The Exchange, 9 Southgate Street, Winchester, SO23 9DZ

My name is Susan Mottram; address 1 St Clement Yard, Winchester SO23 9D.

I have no objection to the sports bar nor to the cheering etc when goals are scored. I and members of my family have watched sporting events in the past and have found the staff pleasant and efficient. However since COVID and the easing of restrictions there has been a marked change in activities that have affected me adversely.

The prevention of crime and disorder

I have witnessed drug taking outside my house on a number of occasions, the latest being after the Euro finals this July Three young people were openly sharing substances in St Clement Street at around 11.30 pm. They were using the torch on one of their phones to illuminate what they were doing.

On the same night at about 11pm my garage door was kicked(?) with such force that the internal door to the house flew open. This is the second time that this has happened and I am worried that my metal door will cease to function. I was frightened and worried for my safety.

Public safety

The huge crowds congregating on the street, become noisy and aggressive as the night wears on. One cannot walk down the street without pushing through them. Driving ones car through the crowds is also difficult as some of the drinkers are so spaced out as to be unaware of the car waiting to get through. I have been stuck across Southgate Street on a number of occasions trying to gain the drinkers' attention to let me through.

Social distancing rules have not been adhered to, people have crowded together, often singing with their arms around one another.

The prevention of public nuisance

The noise levels are extremely high, one can hear fighting and shouting until well after 12.30 am. Crowds of revellers stand drinking in St Clement Street, the outside pub area being full. People often congregate in the street, shouting, singing or fighting after the pub has closed. Last night a woman was crying that someone was hurting her at around midnight.

On two occasions there has been vomit on my doorstep, the last occasion after the Euro semi-finals. There is also vomit on the pavements. At the end of 2020 I found human faeces on my doorstep.

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Broken glass, cans etc litter the pavements and the street.

There would appear to be no control nor any monitoring of maximum numbers of people outside, nor stopping people taking glasses, bottles and cans outside onto the street to stop them drinking in St Clement Street , this continues after closing time. The exit is through the pub surely the exit from the outside area needs to be controlled. Perhaps a ticket system for the outside area would help , with staff reinforcing entry and exit rules. Licensing hours must be adhered to. A police presence would be helpful at closing time to help stop the overt drug taking and brawling. CCTV on St Clements Street would help me feel safer.

Thank you, Mrs Susan Mottram

Sent from my iPhone

## Appendix 2 – Representations from Other Persons

**Tim Wright**  
**3 Calpe Yard, Winchester, SO23 9HE**  
**Received 18 July 2021**

Subject: Re: Application to Review Premises Licence - The Exchange, 9 Southgate Street, Winchester, Hampshire, SO23 9DZ

Dear Ms Appletree,

I wanted to make a brief representation in support of the police application to review the licence for the Exchange pub.

I live in Calpe Yard on the east side of St Thomas Street. I am affected by the noise from the pub on certain evenings but obviously to a lesser degree than those on the west side of the street. It is for instance very obvious as to how football matches are going from that noise.

I have more concern as to the occasional difficulty in travel down St. Clement St. There are often rather drunk looking individuals outside the pub who are not infrequently unwilling to step out of that very narrow roadway to allow a car to pass. This seems unnecessary and unpleasant.

As a pedestrian one feels inhibited from walking past the pub at certain times of the day, although I cannot say that my family and I have actually suffered abuse.

My concern therefore is to do with threats to public safety and causing a public nuisance.

I think it is right that there are pubs in Winchester that cater to a younger crowd, but surely they can be managed without causing disturbance to neighbours?

Yours sincerely

Tim Wright

3 Calpe Yard  
St Thomas Street  
Winchester  
SO23 9HE