

**WAGGON & HORSES: APPLICANT DOCUMENT BUNDLE:****INDEX**

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Our ref 303L/AW14/PW03/84742/3589  
Your ref



To the residents and Licensing Sub- Committee

Direct tel	+44 (0)333 006 0692	Date	10 November 2020
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Dear residents

**Our client - Greene King Retailing Limited**  
**Waggon & Horses 110 High Street Linton CB21 4JT**

My name is Piers Warne and I act on behalf of Greene King, the premises licence holder for the Waggon & Horses, Linton. I am writing on behalf of both Greene King and Helen Head. Firstly, let me thank you for taking the time to write to the local authority in relation to this application. We take all such comments seriously and will address them below. However, we also wanted to set out further the reasons for this application and the actions that will be taken to try to address some of your concerns.

### **The Application**

The licence application has a number of parts:

- To vary the layout and design of the premises in accordance with the submitted plan. The changes include:
  - the addition of a marquee in the external area,
  - an additional lawn area, and
  - the conversion of a store room into a serving hatch.
- To remove the following conditions:
  - 3. No outside drinking shall take place between 23.00 and 08.00
  - 9. The designated premises supervisor or nominated representative shall carry out an hourly noise assessment at the boundary of the premises whilst regulated entertainment events are taking place, in order to check that there is no noise nuisance arising from the regulated entertainment.



- To add the following conditions to the premises licence:
  - No outside drinking shall take place between 00.00 and 08.00
  - When regulated entertainment is provided in the external areas of the premises, noise checks will be carried out at the nearest noise sensitive property. A noise check log ('the log') of these checks will be kept and maintained at the premises. As a minimum the log will record the date and time of the check, the name of the person making the check, the sound level and if required, any action taken. The log will be made available to an authorised officer upon request.

### **History of the Waggon & Horses**

The pub falls within the Greene King tenanted estate, which means what whilst Greene King are 'the name above the door' and they hold the premises licence, the business of operating the pub is in the hands of the tenant, Helen Head. Greene King are their landlords and Helen, like commercial tenant in any walk of life, runs her business from the premises. However, that being said, Greene King will look to support Helen and assist where they can to ensure the success of their business and compliance with the law.

It is fair to say, and something that is recognised in some of the representations relating to the application, that previous operators of the premises have had a chequered history. Indeed, the tenant before Helen, left under a cloud, both in the village, but also with Greene King. The reputation of the premises was poor and we understand from Helen (and comments we have received directly) that a number of villagers would not use the pub at all.

Helen moved to Linton in 1995 and, along with her husband, made the Waggon a large part of their lives. She has seen several new tenants in the pub. In her opinion, some have been great, some not so great and some very bad! The tenant before her ran the premises for 5 years. As Helen says, no interest whatsoever was shown for doing so for the benefit of the community. She was so distressed by this, she wrote to the Parish Council, Greene King, Trading Standards and the police about the problems and even considered leaving the village because of the situation.

Helen, personally, had no intention of becoming a publican until deciding that it needed someone local to run the Waggon & Horses for the community's benefit. She took in on and opened the doors in January 2020. Her driving ambition was to save the premises and turn it around- making it into a premises that was for the community as a whole. Around £75,000 was invested into the premises to tidy it up and reposition it in line with Helen's overriding philosophy. A zero tolerance for drugs and violence has been strictly imposed, with lifetime bans for any offenders. Helen also made it very clear prior to opening that she would not tolerate bad behaviour or trouble at the pub and on opening barred 6 people who were known to cause trouble- setting the tone for her operation. In the 8 weeks that she was able to trade prior to the lockdown in mid- March, locals returned to the pub and there were very few incidents of bad behaviour. This was a remarkable turn-around in a short space of time.

Customer ages range from younger customers to retirees, the majority of them coming from the village. This has been a significant change from the last operator of the premises. Up to March 2020 there were no complaints or issues raised by local residents. Unfortunately, the national lockdown prevented Helen from building on this promising start and like all non-essential businesses, she was forced to close.

### **During lockdown**

During lockdown, Helen completely renovated the garden and erected a marquee (at her own expense) in anticipation of the strict rules expected for re-opening. She understood that had she not done this, it would be very difficult for her to open on 4<sup>th</sup> July as the inside of the premises is small and would struggle to meet social distancing requirements. We have attached some photos of the garden before and after the works were undertaken.

### **Post lockdown trading**

It is fair to note that with re-opening and the Government restrictions placed on trading, Helen had to adapt her offer and look at how she could provide for the community as a whole. The large majority of the concerns raised in the representations are as a direct result of this unique situation.

As you will recall, premises were allowed to re-open from 4 July. In advance of re-opening, Government guidance and medical advice suggested that wherever possible, activities should be undertaken outside. In particular, activities such as live music were only to be permitted outside. Helen worked hard to ensure that her premises was 'Covid secure' and indeed did not allow anyone inside the pub other than women to use the toilet. Portable toilets were provided outside for the men, again to remove the need to have customers inside. It is worth noting that at all times, Helen operated within the law, which was prone to last minute changes as Government policy adapted to the pandemic.

We would point out in the interests of balance that a large number of customers, including people who live very close to the premises, have very much appreciated Helen's efforts to provide some entertainment and community focus in what have been very difficult and troubling times for everyone. Indeed, many locals from the village who had never set foot in the pub before started to visit. We have attached some letters of support for your reference.

As stated above, following the 4<sup>th</sup> July re-opening any entertainment had to be held outside. This consisted of live music on a Saturday evening from 7 – 10pm and quizzes and bingo on a Wednesday evening. Helen herself will admit that at first there was no monitoring of sound levels of the music and that this was a mistake on her part- partly because of being new to running pubs and partly because of the way the restrictions dictated the business had to be operated. For this, she apologises. It is worth noting that Helen was correctly advised that outside music could be provided up to 11pm, but she chose to restrict it to earlier as she felt going later would not be fair on neighbours.

When the local resident concerns were brought to her attention she addressed them to the best of her ability. Regular checks were undertaken at 3 locations around the premises and the volume levels logged. This data can be made available to licensing or other officers should they wish to see it. It shows that music levels were lowered and stayed lower than when the first entertainment was provided. Further, when the 10pm curfew was introduced, the live entertainment times were changed to between 6 to 9pm. At this stage, Helen was also able to reopen the pub inside and move the quizzes and bingo back inside, with proper social distancing- albeit on a very restricted capacity.

All events are advertised in The Linton News, to ensure residents are kept up to date with what they can expect at the Waggon & Horses.



### **The application**

This application has been made in a large part to reflect the learnings of this early period of post-covid operation and try to ensure that once the second lockdown has ended, the premises will be able to trade throughout the winter. The application puts the safety of customers at its heart and looking to utilise the space outside to try to accommodate customers who otherwise would have to be turned away during what are likely to remain strict social distancing requirements for some considerable time into the 2021. For the reasons set out above, the premises is reliant on using outdoor space for customers as a means to continue trading because of the limited size of the premises inside.

It is recognised that any entertainment outside may not be to everyone's taste and indeed there needs to be a proper balance struck here to ensure that there is as little disturbance caused to neighbours as possible. We will address this below.

### **Addition of a marquee**

The continued use of the marquee will allow customers to be seated outside throughout the winter in relative comfort and with proper social distancing. Without the marquee, the capacity of the premises, based on the current Covid risk assessment, be so significantly reduced that it would make it hard to trade successfully. If permission for a permanent marquee is granted, it is intended to replace the current one with a semi-permanent structure with sliding doors & windows so any noise should be significantly reduced.

It should be noted that having entertainment outside has only been due to Coronavirus. When the restrictions are lifted, it is Helen's intention to move it inside again. For complete transparency, Helen would like to have very occasional outside entertainment in the summer months as part of special events for the community. However, these will be on a limited basis, advised in advance and will be properly risk assessed to cause as little disruption as possible.

### **Addition of an outside serving hatch**

The purpose here is twofold:

- 1 it prevents potential logjams coming in and out of the premises (which is good for public safety- including social distancing); and
- 2 it affords an additional point of supervision for the external area

### **Amendment to conditions**

We are proposing to offer an amendment to the extension to the use of the external area, so that the garden will close at 11pm as is currently permitted Sunday to Thursday and only be open to midnight Friday, Saturday and Sundays preceding Bank holiday Mondays.

The extension we are seeking to permit customers to stay outside after 11pm (up to midnight now only on Friday, Saturday and Sunday prior to Bank Holiday Monday) will assist in terms of management of customers during the Covid crisis. Because of the significant restrictions on customers inside, the management of customers is more difficult in terms of ensuring that there is space for those customers being accommodated outside to be able to find space inside when the garden closes. The additional hour allows the premises to manage customers more easily, moving them inside when space becomes available or allowing them to go home in their own time after finishing up. We need to be clear; the extension in the hours for use of the garden is not to permit additional customers to use the garden after 11pm- simply to allow those customers there to be more practically accommodated if there is not space inside. There will be no music or entertainment outside after 11pm, with the exception of special occasions,

such as New Year's Eve- and any entertainment at this time would require a Temporary Event Notice.

The amendment to the condition in relation to undertaking checks in relation to regulated entertainment was proposed as a means to ensure that levels are such that they should not cause an unreasonable level of disturbance, taking into account the time, length of the music session and regularity of music events. It was worded to ensure that a log was kept so that officers following up on complaints could do so to ensure the premises was doing all it could to ensure no unreasonable disturbance to local residents.

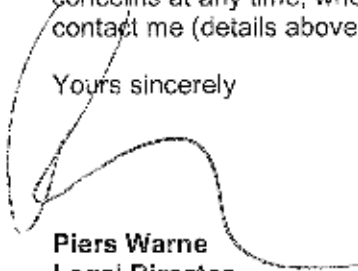
**Additional conditions proposed by the Environmental Protection Officer**

Attached to this letter is a set of conditions that we have agreed with the Environmental Protection Officer should be added to the licence, subject to grant of the application. There is one outstanding matter where there is no agreement which we have set out, including both proposals for you to see and where we will be making submissions to the Committee in relation to the relative merits.

**Conclusion**

I hope that this letter gives you some comfort in terms of the plans for the premises going forward. Helen and Greene King will be delighted to work with any residents about ongoing concerns at any time, whether related to this application or not. In addition, please feel free to contact me (details above) should you wish to discuss this application further.

Yours sincerely



**Piers Warne  
Legal Director  
for TLT LLP**

### **Additional conditions**

The following condition has not been agreed between Environmental Health and the Applicant. We have included both proposals below, which the parties can speak to at the hearing and for the Licensing Sub-Committee to consider as part of their deliberations:

#### **Proposal by Environmental health:**

1. No alcohol sales, supply or consumption to take place in the outdoor areas of the premises between 23:00 and 08:00

#### **Alternative proposal by the Applicant:**

1. No alcohol sales, supply or consumption to take place in the outdoor areas of the premises between 23:00 and 08:00 hours Sunday to Thursday and between midnight and 08:00 hours Friday, Saturday and Sunday preceding Bank Holiday Monday.

**The following conditions have been agreed between Environmental Health and the Applicant and are being put forward to the licensing sub-committee for consideration**

### **Prevention of Public Nuisance**

In relation to the area subject to the application to vary the premises licence:

2. Prominent, clear and legible notices to be displayed at all exits and within the car park to remind users that the premises are located in close proximity to noise sensitive dwellings; and requesting users to respect the needs of nearby residents when using the outdoor areas, and to leave the premises and area quietly and in a timely manner.
3. Whenever regulated entertainment takes place a noise assessment is to be carried out at the boundary of the premises by the Designated Premises Supervisor or their nominated representative. A record of these assessments will be made to include the date and time of the assessment, the name of the person carrying out the assessment, a record of the assessment including any sound level measurement taken, and if required, any action taken. The records are to be kept at the premises and made available to relevant statutory officers upon request.
4. No movement of refuse bins, alcohol related refuse, including bottles, or other related equipment, in the outdoor areas of the premises, unless in an emergency, between 23:00 and 08:00 hours
5. Dray, and other related, deliveries or collections to not take place between the hours of 23:00-07:00.
6. Any external lighting, including any floodlighting and sensor lighting, to be directed away from neighbouring residential properties and lit only during operational hours.
7. Whenever regulated entertainment takes place inside the premises, all external doors and windows to be kept closed, except to allow for access and egress from the premises or in emergencies.
8. All external premises doors to be soft and self-closing. Such doors are to be kept closed after 22:00 hours, except to allow for access and egress from the premises or in emergencies.

9. Persons using any designated smoking areas are to be managed as far as practicable to prevent them causing public nuisance to residents.

#### **Public Safety**

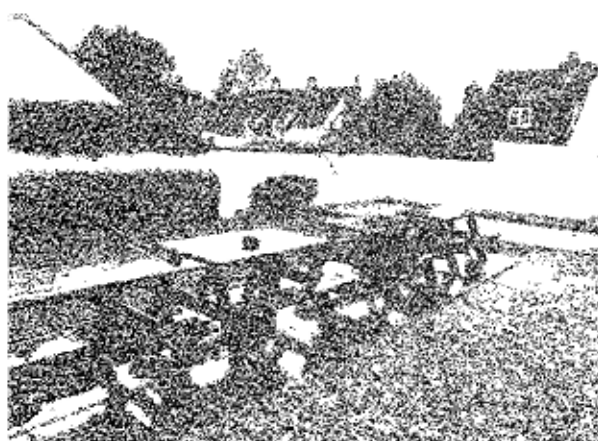
10. A logbook to be kept at the premises which shall include every occasion, identifying the date and time, where there has been any refusal to sell alcohol and/ or any antisocial behaviour relating to alcohol sales.
11. All safety certificates and inspection reports are to be kept at the premises and made available to officers of relevant statutory officers upon request.
12. All relevant staff are to be appropriately, and well, trained in relation to the requirements for persons' identification; establishing age; the adopted nationally recognised Age Restricted Policy; not serving alcohol to intoxicated persons; asking customers to use premises in an orderly and respectful manner; and adherence to relevant legal requirements.

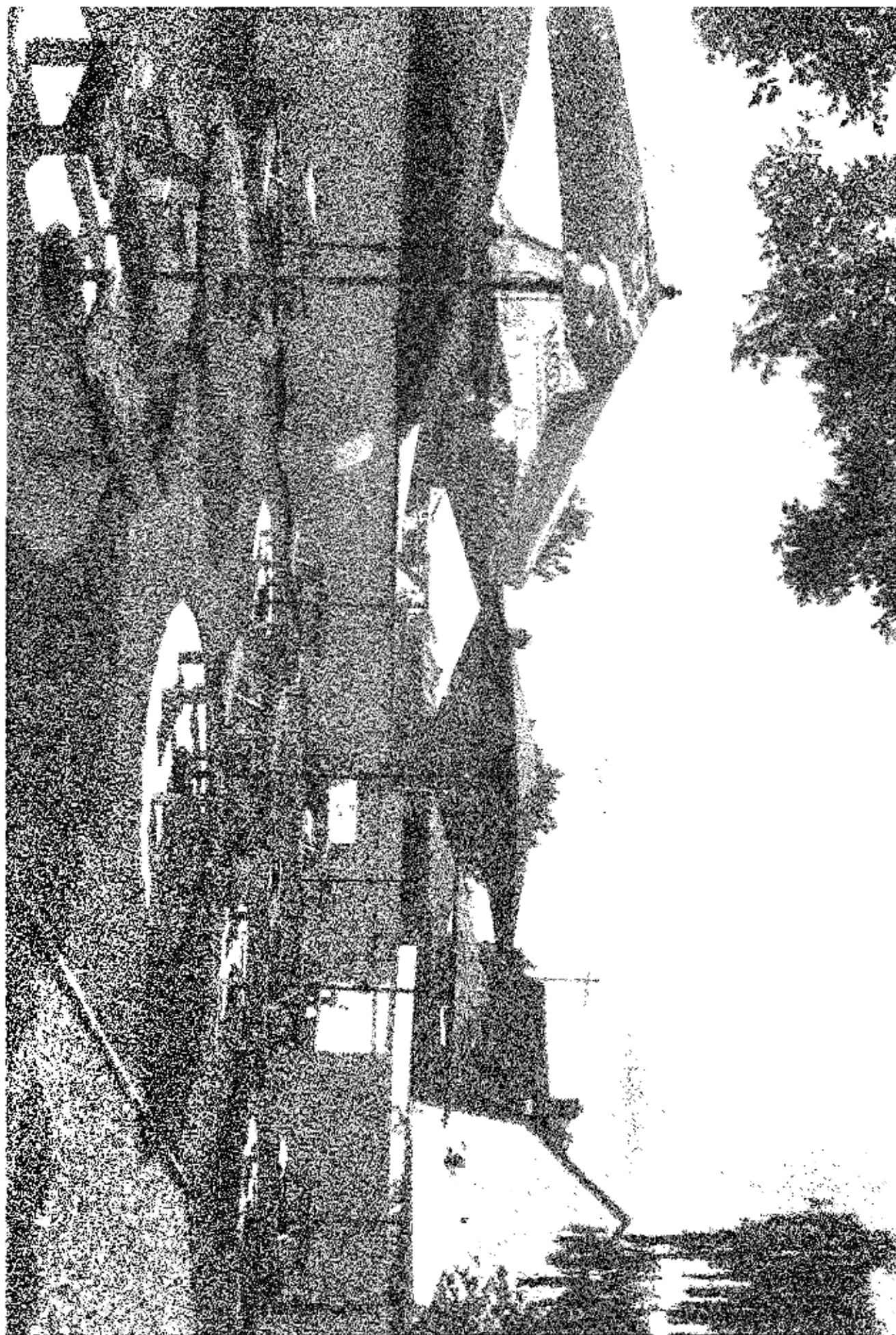
#### **Protection of Children from Harm**

13. An appropriate and suitable, nationally recognised, Age Verification/ Age Restricted Policy to be adopted and maintained in place, which applies to the premises, in relation to the sale or supply of alcohol such as the 'Challenge 25' Policy.
14. The sale and supply of alcohol at the premises is to be carried on in accordance with the age verification policy.
15. Children are to be supervised and not left unaccompanied whilst in the outdoor areas during those hours when the premises are open for the sale, supply and consumption of alcohol.

Waggon & horses (before and after photos)

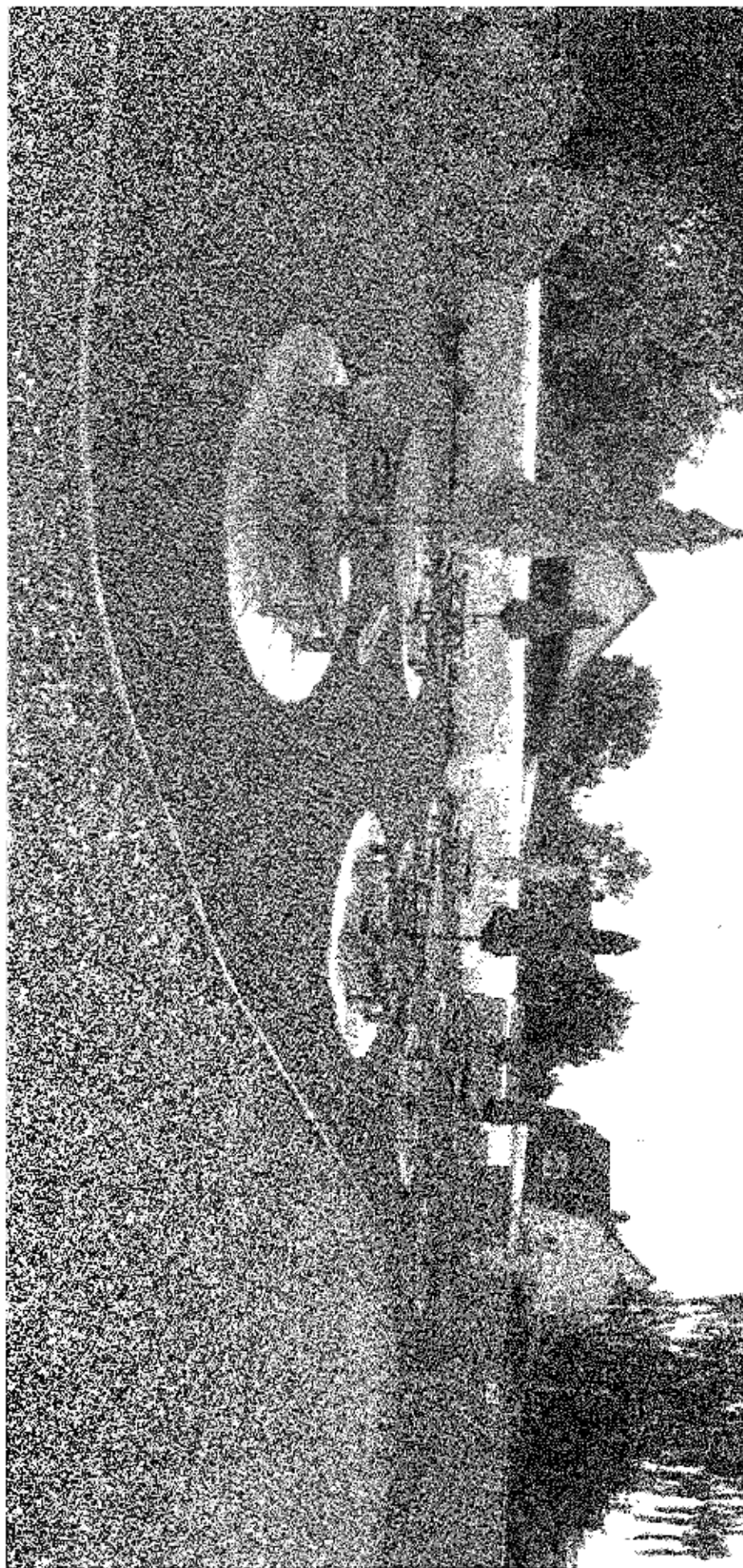
Before...





After (1) ...

6



After (2)

Waggon and Horses (Letters in support)

Regarding the Waggon and Horses in Linton:

I have lived in Linton for 30+ years and have used the Waggon since I moved here. Landlords have come and gone; some good, some quite awful – I can honestly say the current incumbents have been a breath of fresh air. They have put a huge amount of effort into refurbishing the pub both inside and out, and this has been reflected in the improvement in the atmosphere in the venue.

Not being a food-serving pub reduces car-parking problems, and the lovely marquee that has been erected over the parking area further reduces the temptation to drink-and-drive.

Regarding noise from the entertainment occasionally provided by the pub – surely this only relates to a couple of hours every second Saturday night? Midweek events are such things as quiz nights or bingo – hardly a significant audio hazard! The music events are policed by qualified security staff to minimize any trouble – I have seen once or twice when a customer has become a little “rowdy” – they have been rapidly escorted off the premises with little disruption to the other people attending the event.

As the only pub in the village where a single person such as myself can get a quiet drink without being surrounded by families with children, I wholeheartedly support this application.

MA MRSC CChem



Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**Supporting the pub**1 message

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To: "waggonlinton@gmail.com" &lt;waggonlinton@gmail.com&gt;

&gt; 7 November 2020 at 08:36

Hi

I just wanted to touch on a few comments regarding the Waggon and Horses Linton.

Firstly the pub looks great. It's turned around so much since having new management - it's clean and tidy and inviting. The outside area is fantastic and means people can come out for a drink whilst feeling safe and secure (during these very weird Coronavirus times).

Everything is done properly - hand sanitizer

throughout the pub and check and trace as soon as you walk in.

Can I also please comment on how much nicer it is to actually drink out of a CLEAN glass!! (The previous owners did not take care in cleanliness) And drink fresh beer and also a very nice wine and gin selection!!

I go to the pub at least three times a month at the weekends now (usually a Saturday evening) the music is great, it lifts everyone's spirits and even tho we cannot be together physically and interact (at the moment) it actually brings everyone together. I feel strongly about mental health and believe that music can really contribute to making you feel better mentally. The staff always make an effort to come over and make sure you feel at ease and you are happy and comfortable. Everyone is super welcoming and helpful.

I stopped using the pub previously due to the owners not caring, it wasn't inviting, nothing was clean and if I'm honest it wasn't a very nice place to be. But like I said previously I visit the pub at least three times a month (if not more) and I also feel happy to walk in on my own and have a drink and feel comfortable.

Touching on bad behaviour - I haven't witnessed any. Everyone is very respectful with staff and the rules.

I guess what I'm trying to say in all of my comments above is I really support the waggon and horses, the management, the staff and what a great job they've done to turn the pub around. The village will always need live music - it's a community that brings friendships together.

Thanks so much

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Linton  
Cambridge

Dear Sirs

Re:- Waggon & Horses, Linton.

We write in support of the application to vary the premises licence at the above location.

Having lived in various places during our lives and we moved to Linton some 25yrs ago. We must say that overall it has been by far the best community that we have had the pleasure of living in.

Part of that enjoyment and community feel has stemmed from having the facility of three public houses in the village, all of which have a different character.

One is a Free House that offers Bed & Breakfast and another relies heavily on their restaurant, the Waggon & Horses however is a traditional pub with no food offering and is dependent on attracting the local community.

I have had the pleasure of being a customer at all three of these pubs, but in the early years predominately the Waggon & Horses.

The Waggon & Horses has had a somewhat chequered history of tenancy. Going back to the mid 90's to the early 00's it was a somewhat scruffy but a clean well-run establishment, and the customers were a good mix of local's.

Due to the inconsistency of Landlords it has led to the pubs standards deteriorating, resulting in a decline in cleanliness, as well as various bouts of trouble i.e. fighting, drug use and general rowdiness.

As a result of which we stopped visiting there about 8yrs ago as it felt uncomfortable and not a place we wanted to be.

Back in January the new tenants arrived, we still didn't really have any intention of going in as we thought it would be more of the same.

How wrong we were! Friends persuaded us to give it another go and we reluctantly went along with them. What a change. A total refurbishment, a smiling face behind the bar, and as clean as can be. We understand that they have a zero-tolerance policy as far as any misbehaviour is concerned, and that is certainly reflected in the relaxed atmosphere that can now be enjoyed, and it is busy with all the "right" people.

The new tenants have worked wonders considering the difficulties that the COVID situation has put upon them. During the lockdown they remodelled the garden, purchased a marquee to abide by the social distancing guidelines, all at their own expense I believe, and seemingly worked tirelessly to be ready for when they could reopen.

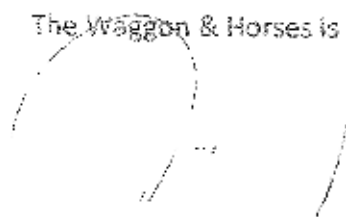
The pub is back to how a pub should be, with good beer, good people, and even some good live music on a regular basis.

They have been meticulous in following the Governments guidelines as far as COVID is concerned. Making sure that people vacate by the specified time, ensuring the music finishes when it should and that it's not too loud.

At this point I should probably point out that we live less than 100yds from the pub & have not had the problems with unsocial behaviour and noise that we have experienced over the years prior to the current tenants taking over.

We feel that all local businesses should be supported in the community as they supply much needed employment and a lifeline to a lot of people in these very uncertain times.

The Waggon & Horses is back where it should be and a great asset to the community.





Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**Licence**

1 message

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To: "waggonlinton@gmail.com" <waggonlinton@gmail.com>

8 November 2020 at 16:06

To whom it may concern,

With regards to the recent application from The Waggon & Horses to vary their premises licence I would like the following points to be considered:

- Prior to the new management/owners taking over we had stopped using the facility (even though it is our nearest public house) due to the fact it was poorly managed and was not providing a welcoming environment for both us and our community.

Since the new management have been in house, we have seen a huge change.

- Firstly, the re-furb; before, the public house was scruffy (even dirty) and the outside area was not used well. Now, the whole place has been freshly painted, renovated and looked after and the beer garden has been carefully designed and made over to ensure there is a pleasant external area for the community to enjoy rather than just a smoking hut.

Secondly, the staff; in my opinion, the staff are more often than not the reason you re-visit any venue. In this case, the new staff are just lovely - friendly, welcoming and clearly want to ensure that your experience in their public house is for your benefit - not theirs.

- In the past, we have witnessed some poor behaviour in this establishment that was not dealt with very well, making us feel unsafe and resulting in us leaving the premises (and ultimately not returning). We have visited the Waggon & Horses numerous times under new management and have only witnessed one incident of poor behaviour which was dealt with immediately, calmly and effectively resulting in other patrons not being affected by the incident.

- Entertainment; under the new management, we have been able to enjoy a variety of different nights out as they provide a varied programme of entertainment, something for everyone's taste over a period of time. Due to current Covid related restrictions, these entertainment nights have been held outside in the newly constructed marquee. This addition to the venue has been an excellent idea. Everyone is able to socially distance safely and effectively. This has been a welcome idea from the community.

- Covid19; Feeling safe in a local public house is of utmost importance to members of the community and I can certainly say that we have felt safe whilst visiting. With a clear one way system in place, table service, ready available sanitisers and everyone adhering to social distancing guidelines, we are able to meet other members of our community in a safe environment (in particular due to the external marquee).

Overall, the Waggon & Horses has become a community pub where people feel safe and can enjoy a range of entertainment in our village.



Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**Marquee Application**1 message

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To: waggonlinton@gmail.com

7 November 2020 at 12:23

To whom it may concern:-

I would like to preface my comments on the above application by saying that the village needs a Waggon & Horses. It has always provided the traditional pub pursuits that the other bars do not (darts, pool, cribbage, quiz nights, TV sport and music)

In respect of the pub itself I stopped using it some time ago because of the management chum and erratic supplies. It is obvious in my recent visits that much has been done to rectify those failings, not least a warm welcome and wine I want to drink!

Because of my age and health concerns I have deliberately avoided pubs in the pandemic but am pleased to say that I felt comfortable with the layout that I have encountered at the Waggon. The current management have gone to great lengths to create an acceptable environment.

As a wrinkly rocker and huge fan of live music I think that a music venue adds greatly to the social fabric of the village.

I cannot comment on the Friday and Saturday extended hours but assume they will be subject to Local Authority constraints and managed accordingly.

In conclusion it appears to me that if the Waggon is to be a viable business then the capacity afforded by the marquee is an absolute necessity - the limitations imposed on the space within the premises do not appear to me as an amateur to be able to provide that viability.

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Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**Save our Marquee!**

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6 November 2020 at 13:15

To: Waggon &amp; Horses &lt;waggonlinton@gmail.com&gt;

Hi, I occasionally used to go in the Waggon & Horses before Helen took it over but I didn't always feel comfortable and it wasn't very inviting but now since the latest refurb and the welcoming you get when going in I'm now a regular. The beer is kept well and the the whole place is very clean. They are always finding ways to improve things and asking is there anything different they could be doing. I think the village is very lucky to have this pub and the people that are working there. Long may it continue.

Regards Murray Mckenzie

Sent from my iPad

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Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**In Support of The Waggon and Horses**

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6 November 2020 at 15:28

to: "waggonlinton@gmail.com" &lt;waggonlinton@gmail.com&gt;

I have been a resident of Linton, Cambridgeshire for four and a half years, during which time I have regularly used the Waggon and Horses Public House.

I stopped using the pub for a few weeks, before it's closure under the previous management, as the pub had suffered from poor hygiene, problems with drugs and anti-social behaviour.

Since it was taken over by Mrs Head and Ms. Jackson the entire pub has been beautifully refurbished, inside and out. The hygiene is exceptional and the drug problems and anti-social behaviour have disappeared. I have no hesitation visiting this pub as a single female. I now feel completely safe and it has become a pub for social behaviour instead of anti-social behaviour. It is extremely important to me as a single female, to be able to socialise somewhere that is safe and well managed and that is what the Waggon and Horses has now become. I would be happy to take my friends to this pub since Mrs Head and Ms. Jackson took over management of it, whereas previously I would not. Since their take-over it has been encouraging to see more responsible people coming back to the pub, as they clearly feel safe to do so now.

Previous to the new management I have frequently left the pub and returned home when I could sense trouble starting. I have not had to do that under the new management as the trouble has been carefully managed. I have not personally witnessed one incident that has made me uncomfortable since the take-over.

So much money and effort has gone into making the Waggon a good place to socialise, meet friends and listen to live music and other forms of entertainment, which have been arranged by the current managers. The addition of an outside marquee has been invaluable as an additional space for entertainment, while enabling people to maintain a safe distance. I, personally find the live music and entertainment, held in the marquee, to be invaluable, as a single person it is difficult to find somewhere to socialise safely. The Waggon has started to become a hub of the village again and is once again a place, not only for entertainment, but also to find recommendations for local tradespeople, therefore supporting the local economy. The pub trade must also be one of the few businesses still employing local staff.

I am fully supportive of the plans for the permanent marquee and for the drinking hours to be extended to midnight on Friday and Saturday, as soon as Covid-19 regulations allow. The current Covid-19 situation has highlighted to me just how important this facility is for safe socialising.

I am extremely grateful to Mrs Head and Ms. Jackson for turning this pub around and for all of their efforts to provide a safe, clean, good quality entertainment venue. I firmly believe that during the tough times we are experiencing currently, my sanity has been preserved, mainly because of their efforts. I would therefore, like to express my heartfelt thanks to the current management of the Waggon and Horses.

Sincerely

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## APPENDIX i

Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**Change to licensing**1 message

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To: waggonlinton@gmail.com

7 November 2020 at 20:56

i understand that the landlords of the Waggon and Horses have applied for a change in license to enable later operating hours on a Friday and Saturday night and a permanent outside gazebo in the garden.

From a personal level I have known Helen and Nigel for a good few years and would fully support them in their endeavours, including the change in licensing. It has been a godsend to have the pub renovated and run professionally by a couple from the village who in turn provide a valuable amenity for a diverse range of folks from the village, myself and the Dangerous Dads included!

I've not seen or witnessed any anti social behaviour since Helen and Nigel have taken over the ownership and running of the pub and wouldn't expect to as they run a tight ship.

The Waggon is often described as a plain drinking pub but that's a disservice as although it doesn't provide a food service, it makes up for with a variety of events from quiz nights to live music, areas that need our full backing and support for our local community in the difficult times we find ourselves in.

Regards

n

Sent from my iPhone

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Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**Save our Marquee!**

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6 November 2020 at 14:57

To: waggonlinton@gmail.com

Helen and Nigel

Am happy to support your efforts but have replied in a personal capacity as a long time resident

- 1, the pub is much more professional and welcoming particularly to couples ,women and family groups
- 2,in 35 years in the village I have visited this pub more since new mgt took over despite the enforced shutdown
- 3,have not seen or heard of any bad behavior
- 4,Anything that brings people together for a community event in a safe environment is to be welcomed
- 5,Helen and Nigel have spent considerable time ,money and effort in very difficult circumstances to accommodate Covid rules and respect their neighbours whilst trying their best to ensure their business survives
- 6,Linton would be poorer for not having this venue and I and my husband support their application

best wishes

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Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**Waggon**

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To: waggonlinton@gmail.com

6 November 2020 at 16:56

Just a quick note on how well Nigel and Helen have done since taking over the Waggon. They have transformed the pub and added alot of personal features. The pub was going no where with the previous owners, its now a place you can take your wife for a drink she would never have gone before. There outside place works well with all covid restrictions in place. Any trouble is sorted with all trouble makers being barred. It is a great pub to visit and I can highly recommend it.

Kind regards

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Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

**Application for Premises Licence extension**

1 message

6 November 2020 at 15:03

To: Waggon &amp; Horses &lt;waggonlinton@gmail.com&gt;

Good afternoon Helen

In respect of your application for an extension of the licensing times to 12:00pm on Friday and Saturday evenings I would like to respond as follows:

As a frequent visitor to the Wagon and Horses I have found the staff to be very courteous and welcoming. They run a very well controlled business.

Since taking on The Wagon and Horses Helen and her team have turned the pub into a thriving business. It is clean and kept tidy at all times - a vast difference from the previous managers. They have totally decorated inside and out and landscaped the gardens and created a great atmosphere.

The previous lock down was very hard for all businesses in Linton and especially for Helen having just taken over management of the Wagon and then Covid-19 hit the country. During the shutdown period they have invested a lot of time and money in making the premises usable in a Covid Friendly way. This has worked well with the addition of a marquis in the car park (like other pubs in the area) and the landscaped garden - it all feels very safe.

Since reopening the Wagon has attracted more customers from other pubs near and far. This is something new for The Wagon. It needed a new management with a new approach to change the atmosphere from being a spit and sawdust pub to a bright and thriving business.

There has been the odd skirmish but this has been dealt with firmly, fairly and with little fuss.

Musical entertainment in the pub has been of a really good quality and brings a lot of business to the pub. Elvis nights seem to be very popular. It is a great way to get people together for a great night out.

Even on nights there is no entertainment it is a great sociable place to be. It is a clean, sociable and hospitable meeting place. There is plenty of space to drink and enjoy the atmosphere.

On odd occasions it would be nice to be able to grab something to eat with a pint but I understand the kitchen facilities are not equipped for cooking at this time.

The Wagon and Horses are doing a great job of providing an alternative drinking venue and is giving the other two pubs in the village and surrounding area a run for their money.

I wish you every success in obtaining an extension to your opening times.

Many thanks for giving the village a down to earth venue.

Linton Post Office

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Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**SAVE OUR MARQUEE**

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TO: waggonlinton@gmail.com &lt;waggonlinton@gmail.com&gt;

8 November 2020 at 13:50

Hi, I have popped into the Waggon over many years but never been classed as a regular as sometimes the decor or atmosphere wasn't all that inviting. Therefore it was a pleasant surprise to see the changes ( for the better) that had been made when Helen took it over. This has been enhanced with her approach to the Covid situation and the attention to the safety of her customers. As a result I now visit the pub at least once a week to enjoy a nice welcome, a well kept bitter and good company in a clean and safe environment. Let's hope it continues.

Regards  
...

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Waggon &amp; Horses Linton &lt;waggonlinton@gmail.com&gt;

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**(no subject)**

1 message

8 November 2020 at 16:01

To: Waggon &amp; Horses &lt;waggonlinton@gmail.com&gt;

1. Under new management the pub has improved massively. It is now a welcoming and fun place to be go to. Bad behaviour is dealt with much more efficiently.
2. I didn't use the pub beforehand as it was a chaotic environment, you could be waiting long periods of time to get served and the owners were not very welcoming. Under new management these issues do not happen. Staff are amazing on arrival and you instantly feel welcomed, you are served as quick as possible, and it much more hygienic glasses under other management glasses did not always look clean.
3. I have seen bad behaviour dealt with very well at the pub. The issue was spotted immediately, staff sorted it out well to no detriment of any other customers.
4. The music choses at the pub are well chosen, they seem to suit people of all ages and music tastes. They often get really interactive bands etc which always makes the evening more fun!
5. The pub is a really fun and welcoming place to have in a small village. Good drinks, music, staff etc.

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Piers Warne

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**From:** Waggon & Horses Linton <waggonlinton@gmail.com>  
**Sent:** 10 November 2020 11:39  
**To:** Piers Warne  
**Subject:** Fwd: Waggon And Horses

Another support letter

Helen

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

**From:**  
**Date:** Mon, 9 Nov 2020 at 18:05  
**Subject:** Waggon And Horses  
**To:** <waggonlinton@gmail.com>

Hi,

I would like to start by saying that Helen and her staff have done an absolutely amazing job since taking over the pub at the beginning of the year, no one could of forecasted what lay ahead but that did not dampen they're enthusiasm and work ethos in turning the pub into not only the best pub in Linton, but also the surrounding area. I do use the pub less nowadays mainly because of the COVID situation, but in reality I had been using it less and less mainly because of the unsavoury clientele and former management, but anytime I frequent the waggon now I know I'm absolutely guaranteed to have a very pleasant evening in lovely surroundings, with great staff customers. I've not actually seen any bad behaviour when I've been in there but have heard that Helens deals with it immediately, and fairly. I have seen some great acts in there and feel it's the only place in Linton that is set up for live music and It would be a travesty if we as a community lost that. Considering the pandemic this year and what Helen and her husband Nigel have done to the Waggon, not just the interior refit, but the exterior areas such as the garden and patio, and also managed to completely change the outlook of the pub so everyone feels welcome, I 100% feel that they should be given every bit possible of support, because if they can achieve what they have this year, then in a normal situation things can only get better. I would just like to finish by saying many many big thankyou's, we think your fantastic.  
Kind Regards

Sent from my iPhone