

20117398

RECEIVED

08 DEC 2011

PUBLIC PROTECTION

The Licensing Officer  
Wiltshire Council  
Public Protection Services & Licensing  
Monkton Park  
Chippenham  
Wilts SN15 1ER

Divisional Licensing Officer  
Trowbridge Police Station  
Polebarn Road  
Trowbridge  
Wiltshire BA14 7EP  
Telephone: [REDACTED]  
Mobile: [REDACTED]  
Ext: [REDACTED]  
Direct Dial: [REDACTED]  
Facsimile: [REDACTED]  
DX: 146500, Trowbridge 5.

Date 08 December  
2011

Your ref

Our ref

Reply contact name is **David Bennett**

Re: The Guildhall, 8 Oxford Street, Malmesbury, SN16 9AX

Dear Mrs Holland,

In relation to the recent review application made by local residents in respect of the above premises, Wiltshire Police as a responsible authority wish to make a representation.

Police will provide evidence of crime and disorder and antisocial behaviour that can be linked to the operation on the premises and therefore the representation being made, falls under the licensing objectives of prevention of crime and disorder and the prevention of public nuisance.

Details of evidence available will be disclosed as soon as possible.

Yours sincerely,

David Bennett  
Licensing Manager

**Smith, Karen L**

---

**From:** Holland, Linda  
**Sent:** 08 December 2011 11:39  
**To:** Smith, Karen L  
**Subject:** FW: I wish to support the application for a review of pub licensing at the Guild Hall and Borough Arms, Oxford Street, Malmesbury.  
**Attachments:** Guildhall.pdf.pdf; Borough Arms.pdf.pdf; Guildhall letter to trustees.pdf

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**From:** [REDACTED]  
**Sent:** 16 November 2011 22:13  
**To:** Holland, Linda  
**Cc:** [REDACTED] Martin Alvis  
**Subject:** I wish to support the application for a review of pub licensing at the Guild Hall and Borough Arms, Oxford Street, Malmesbury.

*Linda Holland  
Senior Licensing Officer  
Wiltshire Council.*

*Email:* [REDACTED]

Dear Linda,

I wish to support the application for a review of pub licensing at the Guild Hall and Borough Arms, Oxford Street, Malmesbury. The attached applications detail the issues concerning residents living near these pubs. Our local police are also dealing with the following:

- Allegations of underage drinking
- Drug use/possession(3 seizures of a class B drug from customers in one night)
- Obstruction of the highway causing intimidation to motorist by customers
- ASB linked to the premises causing distress to nearby residential premises.
- Lack of cooperation by the licensee in respect of Police attendance and addressing the issues created as a result of the customers of the premises either using or leaving the premises. ( See ths attached letter from our police sergeant)

Our local police have made great efforts to try and resolve these unacceptable acts. As a community dedicated to decent law abiding behaviour we need to support these residents with their appeal for a review of the licences for both these premises. As the Wiltshire Councillor for Malmesbury I wish to demonstrate my support for our local police and concerned residents.

Regards,

Simon Killane,  
My Website: [REDACTED]

Wiltshire Councillor for Malmesbury, [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)  
Malmesbury Town Councillor, [www.malmesbury.gov.uk](http://www.malmesbury.gov.uk)  
Home: [REDACTED] Mobile: [REDACTED]

I appreciate that the premises does not have a beer garden/adequate smoking area but I do not accept that the situation should be able to continue in its current way. The issues that I raise with you generally only relate to a Friday and Saturday evening or when a special date falls such as carnival/Christmas period etc. I look forward to hearing from you to take this matter forward.

Yours faithfully,

**Martin Alvis**  
**Sergeant Neighbourhood Policing**  
**Royal Wootton Bassett, Malmesbury & Cricklade.**

RECEIVED  
08 NOV 2011  
PUBLIC PROTECTION

Malmesbury Police Station  
Burton Hill  
MALMESBURY  
Wiltshire SN16 0EE

8<sup>th</sup> Nov 2011

Dear Trustees of the Warden and Freemen of Malmesbury,

As the local Sergeant in charge of the Neighbourhood Policing teams in Malmesbury I write to you fresh from a full Town Council meeting that I attended this evening in Malmesbury town hall. I was advised to write to you in relation to ongoing issues we have with premises that I understand you own in Oxford Street and lease to a Mr Colin Pike, the premises trading as The Guild Hall Public House.

My job that I take very seriously and with great pride is working with the Community and our partners in reducing crime and the fear of crime. This involves working with all licensees in Malmesbury. Over the past three years I have been working closely with Mr Pike in reducing crime and anti-social behaviour (ASB). I am pleased to report that the number of violent crimes that we were receiving from within the premises has significantly reduced and these matters are not coming to our attention. However despite advising and working with Mr Pike I find it increasingly frustrating that nearby residents and users of the highway are still being subjected to unacceptable levels of ASB.

The situation at the premises is not helped by the apparent reluctance of Mr Pike to work with us to solve this issue. It is not acceptable for the customers of The Guildhall to go onto the highway with or without drinks, create unacceptable levels of noise, and obstruct innocent members of the public driving along the road and cause disruptions to nearby residents.

I, as have my colleagues, have had many occasions to visit Mr Pike and advice him of this, sadly Mr Pike adopts the attitude that we are harassing him and the issues lie with the neighbouring premises of the Borough Arms. I can say from evidence gathered on patrol that Mr Newman, Licensee of the Borough Arms spends many hours on the door of his premises, or another family or staff member ensuring that his customers behave in an orderly fashion. I have no issues with the Borough Arms and the running of their establishment (Another premises owned by you)

In summary the current issues we are experiencing with your property are;

- Allegations of underage drinking
- Drug use/possession(3 seizures of a class B drug from customers in one night)
- Obstruction of the highway causing intimidation to motorist by customers
- ASB linked to the premises causing distress to nearby residential premises.
- Lack of cooperation by the licensee in respect of Police attendance and addressing the issues created as a result of the customers of the premises either using or leaving the premises.

Signature .....  .....

Date .....06/12/11.....

Please return this form, along with any additional sheets, to the Licensing Officer at the Wiltshire Council Office covering the area in which the licensed premises are situated (see below):

|                    |  |
|--------------------|--|
| <b>Chippenham:</b> | Wiltshire Council, Monkton Park, Chippenham, Wiltshire, SN15 1ER     |
| <b>Devizes:</b>    | Wiltshire Council, Browfort, Bath Road, Devizes, Wiltshire, SN10 2AT |
| <b>Salisbury:</b>  | Wiltshire Council, 27/29 Milford Street, Salisbury, SP1 2AP          |
| <b>Trowbridge:</b> | Wiltshire Council, Bradley Road, Trowbridge, Wiltshire, BA14 0RD     |

|  |  |
|--|--|
|  |  |
| <b>2.</b><br><b>To prevent public nuisance</b> | <b>Allegations of ASB linked to the premises causing distress to nearby residential premises</b> |

| <b>OBJECTIVES</b>                                 | <b>EVIDENCE</b>   |
|---|---|
| <b>3.</b><br><b>To prevent crime and disorder</b> | Lack of cooperation by the licensee in respect of Police attendance and addressing the issues created as a result of the customers of the premises either using or leaving the premises<br><br>Allegations of damage to nearby properties |
| <b>4.</b><br><b>Public Safety</b>                 | <b>Allegations of obstruction of the highway causing intimidation to motorists by customers</b>   |

Please list below any suggested actions that you feel the applicant could take to address your concerns.

|  |
|--|
| <p>I recommend that the pub landlord needs to do the following:</p> <ol style="list-style-type: none"> <li>1. Engage constructively with our local police team to address the above issues .</li> <li>2. Comply with all requests made by the police to address the above issues.</li> <li>3. Restrict opening hours to 11pm at night for all days of the week.</li> </ol> |
|--|

If a hearing needs to be held to determine the Premises Licence Application, the Councillors will generally only be able to consider matters that have previously been disclosed. However, additional information in support of your Representation may be considered if all parties at the Hearing agree. We advise that you detail all matters that you wish to be considered on this initial Representation, attaching additional sheets if necessary.

If you do make a Representation you will be invited to attend the Licensing Sub-Committee Hearings and any subsequent appeal proceedings relevant to your Representation.

All Representations in their entirety, including your name and address, will be disclosed to the Premises Licence applicant.

20117398

# Wiltshire Council

Where everybody matters

## REPRESENTATION FORM

This form must be returned within the statutory period, which is 28 days from the date the notice was displayed on the premises or the date specified in the Public Notice in the newspaper. Please contact the Licensing Section to confirm this date.

In the Licensing Act 2003, the term 'vicinity' is used with particular reference to those 'interested parties' who may lodge Representations to applications for Premises Licences and who may make Representations concerning existing Premises Licences. Although the Act does not define the term 'vicinity' it does define the term an 'interested party' as 'a person living in the vicinity, a body representing persons living in the vicinity, a person involved in a business in the vicinity, a body representing those persons' or a member of the relevant Licensing Authority (ie, elected Councillor).

|  |   |    |
|--|---|----|
| Premises about which Representation is being made  | The Guild Hall Oxford Street, Malmesbury        |    |
| Your Name  | Councillor Simon Killane                        |    |
| Postal Address   | 39 White Lion Park,<br>Malmesbury,<br>Wiltshire |    |
| Contact Telephone Number   | [REDACTED]                                      |    |
| Are you:   | Yes   | No |
| • A person who lives in the vicinity?  |   | No |
| • A person who operates a business in the vicinity?  |   | No |
| • A person representing residents or businesses in the vicinity?   |   | No |
| • A member of the Relevant Licensing Authority (ie, elected Councillor of the Licensing Authority in which the premises is situated)?          | YES   |    |
| If you are representing residents or businesses in the vicinity please list those residents or businesses who have asked you to represent them |   |    |

Your Representation must relate to one of the four Licensing Objectives, which are detailed below. Please detail the evidence supporting your Representation and the reason for your Representation. If necessary, separate sheets may be used.

| OBJECTIVES                               | EVIDENCE   |
|--|--|
| 1.<br>The prevention of harm to children | Drug use/possession(3 seizures of a class B drug from customers in one night)<br><br>Allegations of underage drinking<br><br>Allegations of antisocial behaviour linked to the premises causing distress to nearby residential premises. |

3.

IN A REVIEW OF THE LICENCE FOR THESE PREMISES WE WOULD REQUEST THAT THE MUSIC ISSUE WHICH HAS BEEN AN ON GOING SOURCE OF DISTURBANCE TO THE IMMEDIATE NEIGHBOURHOOD FOR SEVERAL YEARS IS SPECIFICALLY ADDRESSED. WHILE WE SEE NO OBJECTION TO MUSIC WITHIN THE PREMISES AS SUCH WE SEE NO REASON TO PLAY IT AT A VOLUME WHICH DISTURBS THOSE LIVING IN THE VICINITY.

I HAVE NOT ASKED FOR A REVIEW OF THE LICENCE PREVIOUSLY.

  
P.N. LINDRA.

6/2/11.



2.

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

THIS APPLICATION TO REVIEW RELATES TO THE  
FOLLOWING LICENSING OBJECTIVE

③ PREVENTION OF PUBLIC NUISANCE.

GROUNDS FOR REVIEW.

THE MUSIC NOISE FROM THESE PREMISES  
IS FREQUENTLY UNACCEPTABLE. THE BASS "BOOM" / "THUD"  
IN PARTICULAR IS VERY DISTURBING. WE HAVE TELEPHONED  
THE PREMISES FROM TIME TO TIME AND ASKED FOR THE  
MUSIC TO BE TURNED DOWN. OTHERWISE WE SIMPLY GIVE  
UP AND ARE FORCED TO SLEEP WITH OUR WINDOWS  
SHOT TIGHT WHICH SLIGHTLY MITIGATES THE NOISE. THE  
LAST OCCASION WE NOTED THIS NOISE WAS ON THE  
EVENING OF FRIDAY 15<sup>TH</sup> NOVEMBER 2011.

WE ARE AWARE THAT CUSTOMERS OF THE  
GUILDHALL ARE ALSO OR MAYBE CUSTOMERS OF  
THE BROUGH ARMS AND IT IS IMPOSSIBLE TO  
DETERMINE WHETHER SOME OF THE PROBLEMS  
IN TERMS OF NOISE AND ANTI SOCIAL BEHAVIOUR  
ASSOCIATED WITH THE BROUGH ARMS ARE  
LINKED TO THE GUILDHALL OR NOT.

1  
APPLICATION FOR THE REVIEW OF A PREMISES  
LICENCE UNDER THE LICENSING ACT 2003

RECEIVED

07 DEC 2011

PUBLIC PROTECTION  
I, P.N. LINDRJA, APPLY FOR THE REVIEW OF PREMISES  
LICENCE UNDER SECTION 51 OF THE LICENSING ACT 2003.

PART 1 PREMISES DETAILS

POSTAL ADDRESS OF PREMISES

THE GUILDHALL , OXFORD STREET,  
MALMESBURY SN16 9AZ

PART 2 . APPLICANT DETAILS

1) I AM

(a) A PERSON LIVING IN THE VICINITY  
OF THE PREMISES.

I AM OVER 18 YEARS OLD.

LINDRJA

PETER NIGEL

THE OLD BREWERY HOUSE  
MARKET CROSS  
MALMESBURY SN16 9AS

201117398

ACK letter

Sank

KJG

The Old Brewery House  
Market Cross  
Malmesbury  
Wiltshire SN16 9AS.

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07 DEC 2011  
PUBLIC PROTECTION

Tel. [REDACTED]

[REDACTED]

Miss Linda Holland  
Licensing Enforcement Office  
Environmental Health Licensing Department  
Wiltshire Council , Community and Environment  
Monkton Park  
Chippenham SN15 1ER

6th December 2011

Dear Miss Holland ,

**Re: Reviews of premises licences under Section 51 of the Licensing Act 2003**

Further to our telephone conversation last week I attach applications for a review of the licences of The Borough Arms , Oxford Street , Malmesbury and The Guildhall Bar , Oxford Street , Malmesbury.

Yours sincerely

[REDACTED]  
P.N.Lindrea

Linda Holland 2)...

As one of the only two places (The Borough Arms and the Guildhall Bar) in Malmesbury which stay open late, it simply attracts customers from other premises who close at the reasonable time of 11.00pm. By staying open as late as they do, we experience groups of people who can drink for additional hours, creating excessive noise, carrying out criminal activities and threatening the local residents.

This is just not acceptable.

I would ask for a review of both Licences with the consideration that they should be revoked.

Yours Sincerely

  
Angela Sykes

RECEIVED  
29 NOV 2011  
PUBLIC PROTECTION

TOWER HOUSE MALMESBURY WILTSHIRE SN16 9AX  
Tel: [REDACTED] Fax: [REDACTED]

**For the attention of: Linda Holland  
Senior Licensing Officer  
Licensing Department  
Wiltshire Council  
Monkton Park  
Chippenham  
Wiltshire SN15 1ER**

**Dear Ms Holland**

**RE: Licensing Sub-Committee Review Hearings  
The Guildhall Bar, 9 Oxford Street, Malmesbury  
\* The Borough Arms, 7 Oxford Street, Malmesbury**

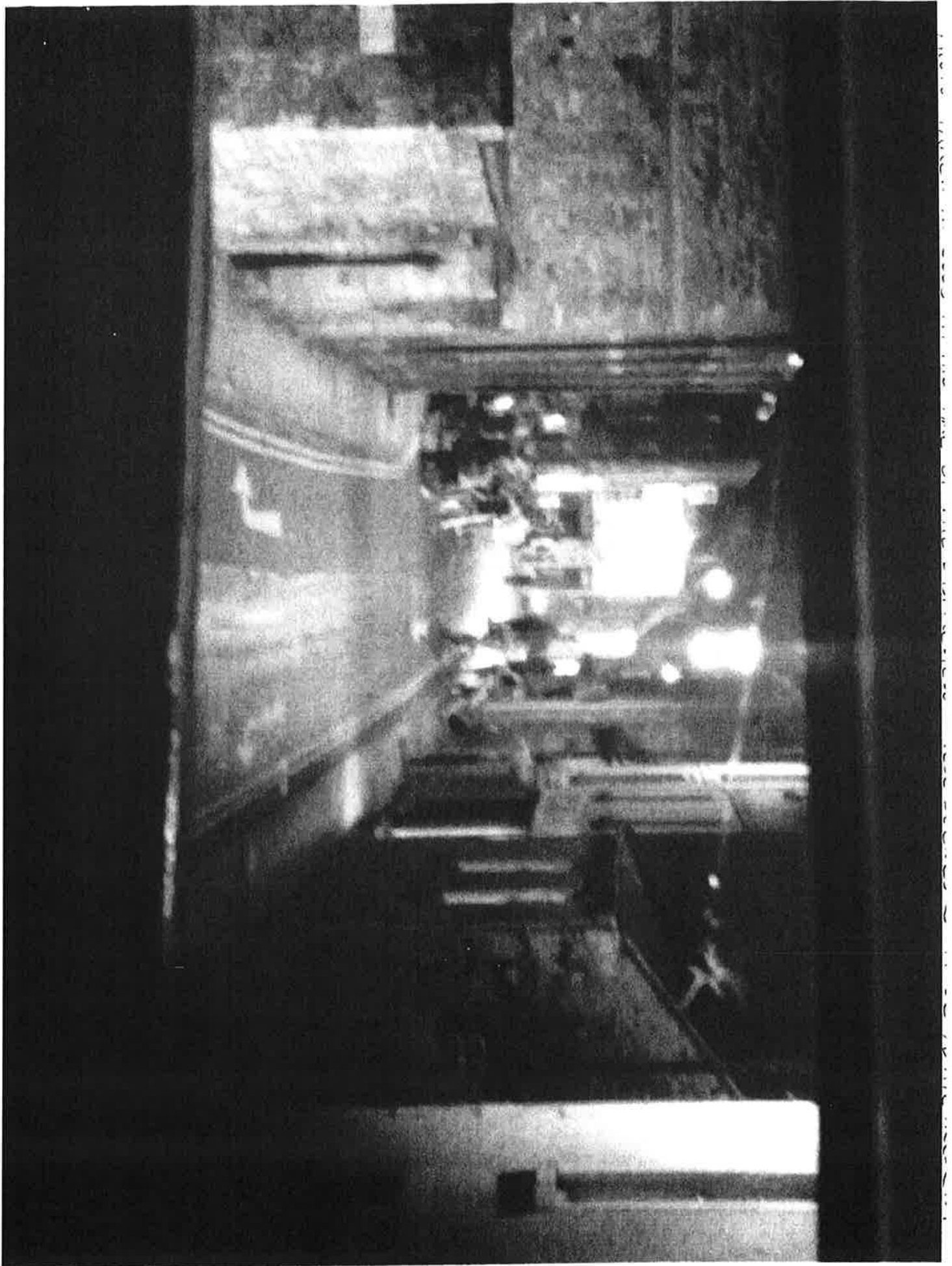
Following continual disturbances again from the Borough Arms pub and The Guildhall Bar in recent months and in support of Lyn Penfold's request for a Licence Review, I have enclosed a Representation form for each of the two premises with attachments for your consideration.

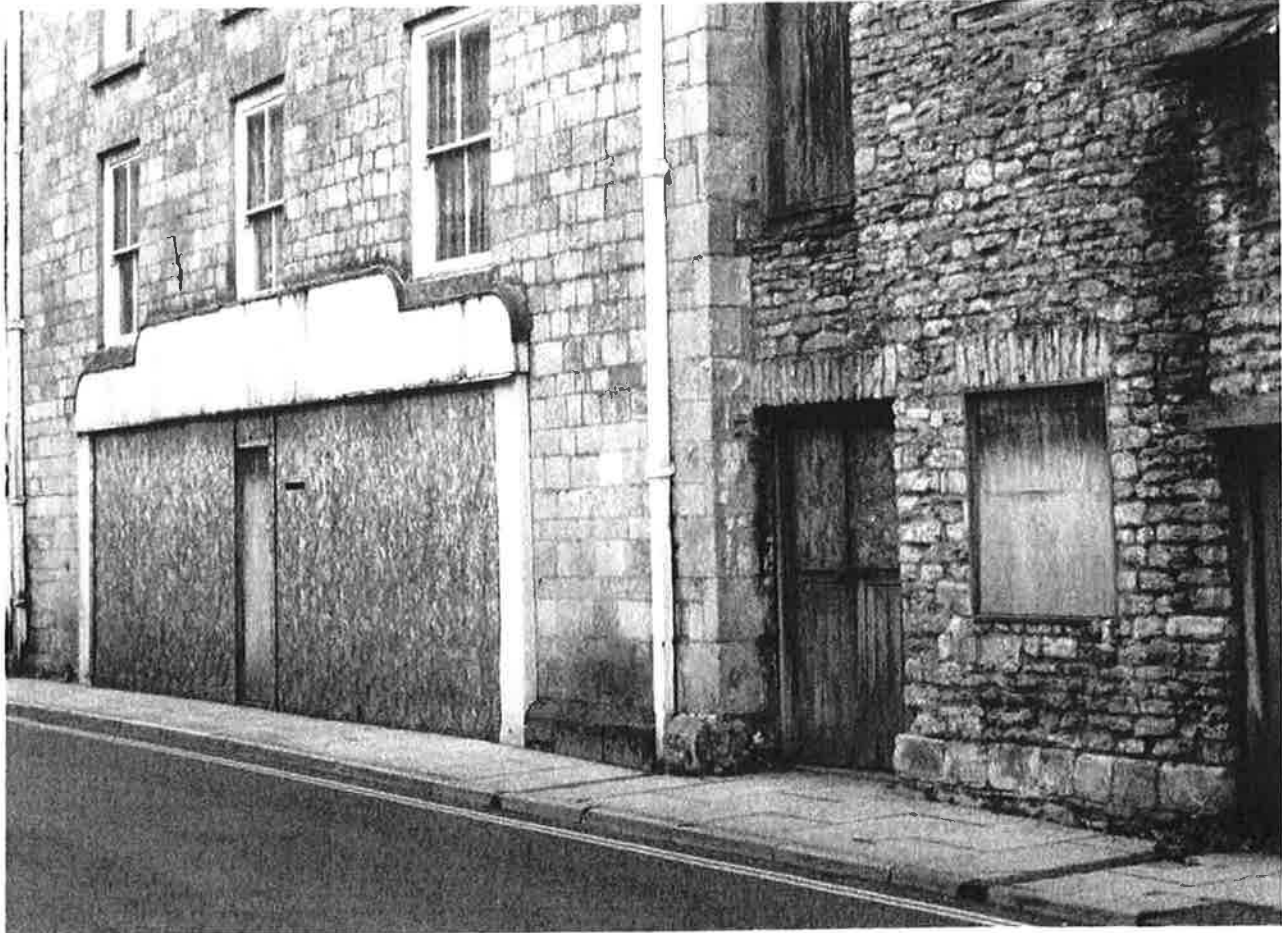
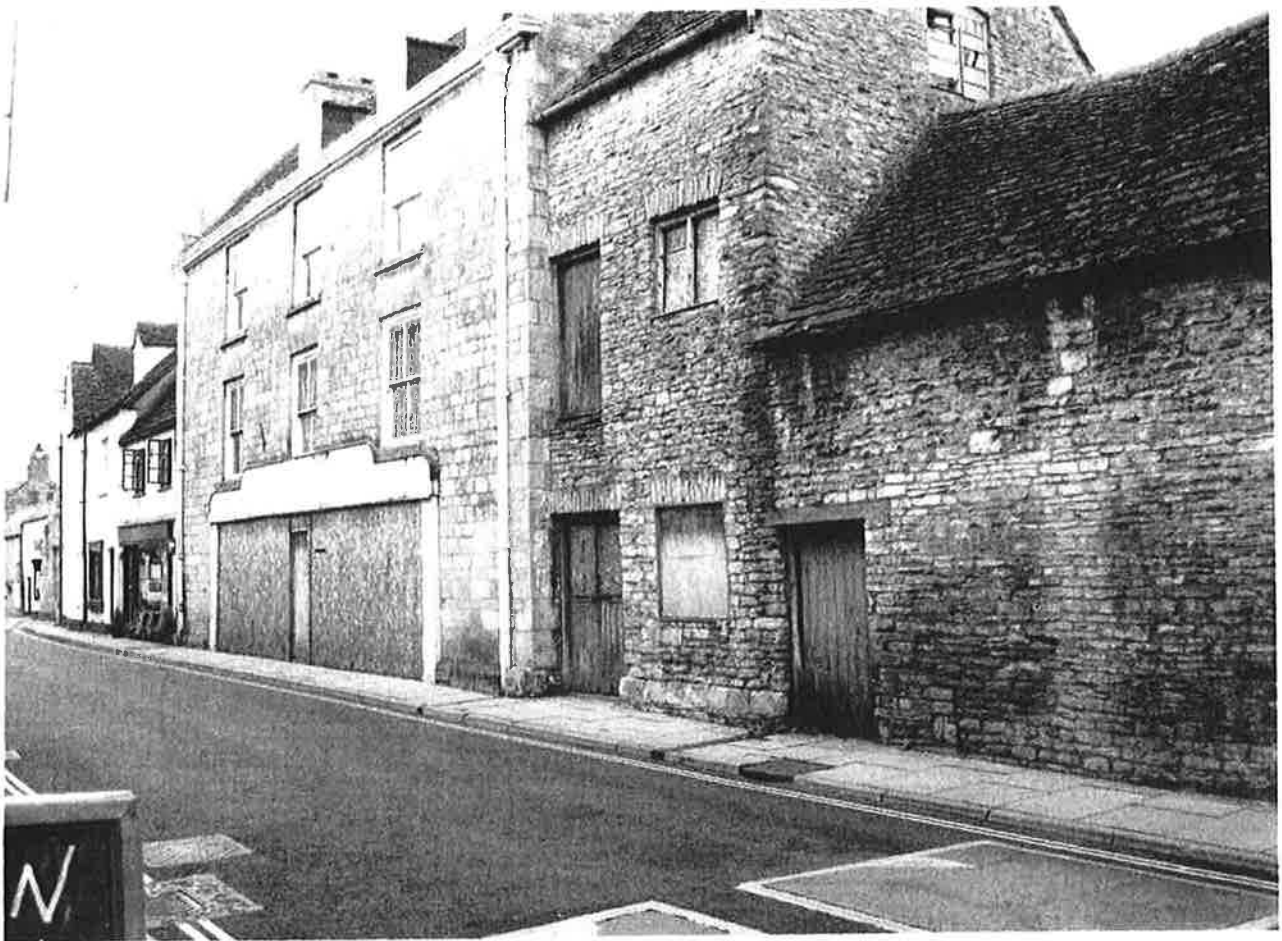
I wish to express my extreme concern about the lawlessness of the customers of these two establishments and the continued lack of control shown once again by the Licensees.

It has been 3½ years since these two premises' licences were reviewed and actions to correct the antisocial behaviour and criminal activities were required.

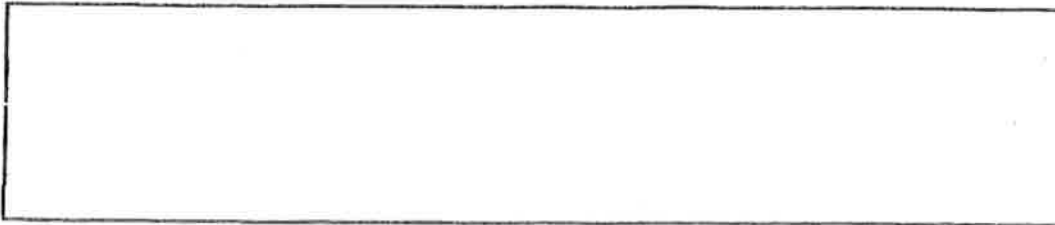
Regrettably, there was only a temporary improvement in the situation and, in fact, the impact of the continuing problems has exacerbated the commercial and residential quality of the street. We have had recent discussions with local people who have been put off purchasing properties for sale on the street because of the problems with this bar and pub.

Residents and cars driving down Oxford Street have experienced intimidating crowds of up to 40 people spilling across the street and who are noisy, drunk, vomiting and urinating, all of which have been witnessed on recent occasions; breaking drinking glasses and windows in adjacent premises. They are extremely threatening as they refuse to move out of the road.






COMMERCIAL DETERIORATION OF OXFORD STREET  
NOVEMBER 2011



If a hearing needs to be held to determine the Premises Licence Application, the Councillors will generally only be able to consider matters that have previously been disclosed. However, additional information in support of your Representation may be considered if all parties at the Hearing agree. We advise that you detail all matters that you wish to be considered on this initial Representation, attaching additional sheets if necessary.

If you do make a Representation you will be invited to attend the Licensing Sub-Committee Hearings and any subsequent appeal proceedings relevant to your Representation.

All Representations in their entirety, including your name and address, will be disclosed to the Premises Licence applicant.

Signature .....  .....

Date ...25<sup>th</sup> November 2011.....

Please return this form, along with any additional sheets, to the Licensing Officer at the Wiltshire Council Office covering the area in which the licensed premises are situated (see below):

|                    |  |
|--------------------|--|
| <b>Chippenham:</b> | Wiltshire Council, Monkton Park, Chippenham, Wiltshire, SN15 1ER     |
| <b>Devizes:</b>    | Wiltshire Council, Browfort, Bath Road, Devizes, Wiltshire, SN10 2AT |
| <b>Salisbury:</b>  | Wiltshire Council, 27/29 Milford Street, Salisbury, SP1 2AP          |
| <b>Trowbridge:</b> | Wiltshire Council, Bradley Road, Trowbridge, Wiltshire, BA14 0RD     |



|   |   |
|---|---|
| <p><b>2.</b><br/>To prevent public nuisance</p> | <p>Over the years there have been repeated and regular disturbances on, mainly, Friday and Saturday nights of unruly drunks on the street who come in and out of the above premises. Noise, swearing, antisocial behaviour, broken drinking glasses, vomit and broken windows in many locations have often occurred during the night and early hours of the mornings.</p> |
|---|---|

| OBJECTIVES   | EVIDENCE  |
|--|---|
| <p><b>3.</b><br/>To prevent crime and disorder</p> | <p>Local people trying to return home are intimidated and feel threatened by the drunken people coming out of this bar into the street ; local residents have made detours to avoid walking past these groups outside the bar at night ; former shop windows(broken by customers from these two premises) have been boarded up(see photo) causing commercial deterioration of the area.</p> |
| <p><b>4.</b><br/>Public Safety</p>                 | <p>This area is a 'no/go' area on Friday/Saturday. Drivers have felt intimidated by drunks in the street (see photo). Broken drinking glasses and broken windows clearly present a public safety hazard.</p>  |

Please list below any suggested actions that you feel the applicant could take to address your concerns.

The problems with the Guildhall Bar have been ongoing for many years. Three and a half years ago in 2008 the police brought this to the attention of the Licensing Authority and the premises were required to carry out remedial action including a 2 month closure, CCTV installation, new supervisor etc. There was a brief lull and then problems restarted.

Local people are victims of this antisocial and sometimes criminal behaviour.

The Guildhall Bar had an opportunity to mend its ways three years ago but continues to perpetuate its abuse.

I have no hesitation in recommending the licence for these premises should be revoked. The Guildhall Bar has shown that it is irresponsible in managing the behaviour of its customers and has become a focal point for excessive drinking; antisocial behaviour; drug abuse and sometimes criminal behaviour. The behaviour has resulted in an enormous drop in the quality of life in the neighbourhood with constant feelings of intimidation for all who live in the area.

Having spoken to the police on many occasions we would ask that they give evidence in this licence review.

Most recent contacts with the police: Friday 28<sup>th</sup> October 2011 at 1.20 am : large group causing antisocial behaviour. noise. people in the street etc.  
Saturday 5<sup>th</sup> November 2011 at 1.30 am : large group causing antisocial behaviour, noise, people in the street etc.

20117398  
 ACK Letter  
 sent  
 (KLS)

# Wiltshire Council

Where everybody matters

29 NOV 2011

## REPRESENTATION FORM

PUBLIC PROTECTION

This form must be returned within the statutory period, which is 28 days from the date the notice was displayed on the premises or the date specified in the Public Notice in the newspaper. Please contact the Licensing Section to confirm this date.

In the Licensing Act 2003, the term 'vicinity' is used with particular reference to those 'interested parties' who may lodge Representations to applications for Premises Licences and who may make Representations concerning existing Premises Licences. Although the Act does not define the term 'vicinity' it does define the term an 'interested party' as 'a person living in the vicinity, a body representing persons living in the vicinity, a person involved in a business in the vicinity, a body representing those persons' or a member of the relevant Licensing Authority (ie, elected Councillor).

|   |   |           |
|---|---|-----------|
| <b>Premises about which Representation is being made</b>  | <b>The Guildhall Bar, 9 Oxford Street Malmesbury SN16 9AX</b> |           |
| <b>Your Name</b>  | <b>Angela Sykes</b>   |           |
| <b>Postal Address</b>   | <b>Tower House, Oxford Street, Malmesbury, SN16 9AX</b>       |           |
| <b>Contact Telephone Number</b>   | [REDACTED]  |           |
| <b>Are you:</b>   | <b>Yes</b>  | <b>No</b> |
| - A person who lives in the vicinity?   | <b>X</b>  |           |
| - A person who operates a business in the vicinity?   |   |           |
| - A person representing residents or businesses in the vicinity?  |   |           |
| - A member of the Relevant Licensing Authority (ie, elected Councillor of the Licensing Authority in which the premises is situated)?                 |   |           |
| <b>If you are representing residents or businesses in the vicinity please list those residents or businesses who have asked you to represent them</b> |   |           |

Your Representation must relate to one of the four Licensing Objectives, which are detailed below. Please detail the evidence supporting your Representation and the reason for your Representation. If necessary, separate sheets may be used.

| OBJECTIVES                                     | EVIDENCE |
|--|----------|
| <b>1</b><br>The prevention of harm to children | --       |

**W****Bill Wilson**

RECEIVED

20117398.

21 NOV 2011

PUBLIC PROTECTION

ACK  
LETTER  
SENT  
(KLS)

November 18, 2011

M/S Linda Holland  
Licensing Enforcement Officer  
Environmental Health Licensing Section  
Community & Environment  
Wiltshire County Council

Dear M/S Holland

**Subject: Review of the Guildhall and Borough Arms (Malmesbury) Licenses**

I am writing in support of Mr and Mrs Penfold's application for the review of these licenses. We live close by in the Cross Hayes and have supported a previous request for the the review of the licenses which did result in some improvement for us. The spillover of the rowdiness,swearing and fighting into the Cross Hayes has reduced but not disappeared. Nonetheless I frequently have to pass the pubs at 08.00am on a Sunday morning and often find an unpleasant mess outside the pubs.

However for those living in closer proximity it is obviously a nightmare. Decent families do not deserve to have their lives wrecked by this behavior and for many this is a "no-go" area after 11pm. This area of Oxford Street has become very run-down and as it is right in the centre of the town, it has a very detrimental effect on local business and the life of the town in general. A major factor is the rowdiness and drunkenness emanating from these pubs.

I respectfully request that the Licensing Authority considers changing the license hours so that both pubs close at 11pm every day.

Thank you for your consideration,

Yours Sincerely



Bill Wilson

2011 7398

ACK JOKKER

18 Cross Hayes,  
Malmesbury,  
SN16 9BG

SENK  
(KLS)

4 Dec 11

Dear Ms Holland,

It is with grave concern that I write to you with reference to the re-licencing of the Guildhall and the Borough Arms Public Houses in Malmesbury. We have lived in our house in the centre of Malmesbury for over 7 years now and we have grown increasingly concerned with the behaviour and attitude of the clientele of these 2 public houses. When out visiting friends on the other side of Malmesbury, I, as a lone female, despite being in the military for 18 years, would never dream of walking along Oxford Street due to the aggressive and abusive nature of the clientele who without fail have spilled out on the road outside to smoke, chat, spit and, on occasion, scuffle. Even when with my husband, we still avoid the area as it is extremely intimidating to have to walk through such a large crowd, many of whom are not from Malmesbury itself. We believe that the late licencing hours encourage out of town visitors to the bars and we feel that if their opening hours were limited to the old closing times of 11 pm there would be less reason for these non-Malmesbury residents to visit the pubs and consequentially there would be less spill over onto the road.

On Saturday and Sunday mornings it is extremely disturbing to have to manoeuvre our 3 young children through the inevitable and frequent pools of vomit in the alleyway beside the Guildhall and the Borough Arms – Market Lane. We park behind the Library in The Cross Hayes and have noticed a significant increase in the times that we have been greeted by vomit there too when off to a rugby or football match early on a weekend morning.

We feel very strongly that the late opening of both of these bars has had a huge detrimental impact on the centre of Malmesbury. If residents feel unable to walk safely to their own properties after dark in this beautiful, ancient town then something needs to be done; we suggest very strongly that limiting the opening times of both of these public houses would be a significant start.

Yours sincerely,

<< Original Signed >>

Nuala Oughton

Consequently we feel that a decision should be made to withdraw the licences from these two establishments. We understand that this might be viewed as an excessive measure but in the face of their continued disregard for local opinion and the disrespectful way they treat their near neighbours we feel this action can be justified. Doubtless this will be argued by some as an extreme solution to the problem, however we feel something must be done to improve the position. At the very least we would expect a reduction in their hours of operation to include a 2300 closure on Friday and Saturday to bring it in line with the other nights of the week.

We look to you for assistance in this matter.

Yours sincerely,

A black rectangular redaction box covering the signature of the Chairman.

Chairman



201117348

RECEIVED

28 NOV 2011

PL10111

ACK  
Ladder  
Sank,  
CELLS

**Malmesbury & St Paul Without Residents' Association**  
*Hon President : The Mayor of Malmesbury*

Ilex House,  
Arches Lane,  
Burton Hill,  
Malmesbury,  
SN16 0EL

[REDACTED]  
[REDACTED]

Mrs Linda Holland,  
Senior Licensing Officer  
Monkton Park,  
Chippenham,  
SN15 1ER

28<sup>th</sup> November 2011

Dear Mrs Holland,

Licensing issues at – Guildhall Bar, Oxford Street and Borough Arms, Oxford Street, Malmesbury

The Association has been approached by a number of its members about the serious breaches of the Licence conditions of the two premises at title. We have been made aware over many months of the impact of these breaches, and the subsequent anti-social behaviour, that has, and continues to be, regularly inflicted upon local people. We feel that the foregoing situation will not improve under the present management of these establishments given the conditions associated with their Licence and hence we look to you as the Licensing Authority to take the necessary action to provide a sustainable long-term solution to this long running issue.

The landlords concerned appear unwilling to exercise any influence over their customers during their hours of opening or afterwards. This results in large numbers of people congregating late at night or early morning in the vicinity of Oxford Street continuing to drink, make excessive noise and engage in rowdy activity which often spills over into aggressive confrontational behaviour. Local commercial properties have suffered damage as a result of these unacceptable activities.

People have complained of intimidating behaviour toward them and their guests in Oxford Street and its immediate surrounds to the extent that certain times of the late evening/early morning on a Friday or Saturday are considered by local residents as a 'no go' area. The police are routinely advised of this unacceptable activity; a review of police records will indicate the frequency of the calls to report instances of this type of disturbance.

This situation will of course not be new to you as the sorts of issues described above in relation to the operation of these two establishments have been around for a long time and there is a shameful history of flouting local Licence conditions and a total disregard for the local community. The Association feels the time has come to rebalance the licensing conditions of these two establishments in favour of the local community. Sufficient opportunity has been afforded to both managements to act responsibly and get their houses in order but they have patently failed, or are unwilling, to address this matter.