

**LICENSING SUB-COMMITTEE
SUPPLEMENTARY AGENDA**

1 August 2018

The following report is attached for consideration and is submitted with the agreement of the Chairman as an urgent matter pursuant to Section 100B (4) of the Local Government Act 1972

8 PREMISES SUBMISSION (Pages 1 - 28)

**Andrew Beesley
Head of Democratic Services**

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From: Dave Ley [REDACTED]
Subject: Havering Well Door Staff Requirements
Date: 6 Jul 2018 at 15:39:32
To: [REDACTED]
[REDACTED]

Hi Marie,

My name is Dave Ley and I am the manager at B-Secured.

Just to confirm that we will be supplying the Havering Well with SIA door supervisors as of Friday 13th of July for every weekend and on any events you require our services for a minimum of 6 months.

Kind Regards.

Dave Ley | *General Manager*

B-Secured

Mobile: [REDACTED]
Office: [REDACTED]
Office: [REDACTED]
Email: [REDACTED]



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My name is Joanna Black and I am the current DPS of the Havering Well Public House, 148 Rush Green Road, Romford, Essex RM7 0QA effective 6th July 2018.

I have been employed by Lloyd John Enterprises Ltd as Manager for the past 2 Years and for 3 years prior to that as barmaid. I have worked in the Pub industry on both a full time and part time basis for the past 30 years. I also worked in the insurance industry in London for 20 years and escorted vulnerable children to school, respite etc for two years.

I was working at the premises on the night of the incident and can honestly say that up until that point there had been a fantastic atmosphere there and everybody was in great spirits, enjoying themselves immensely.

I was in the garden when [REDACTED] came out just after the football had finished and everyone was celebrating. He was over- excited, jumping on the furniture and on people and was told to calm down at which he responded by calling me a very insulting name.

He was pulled up about his behaviour and started to become aggressive towards Maria Summerfield, despite being asked on several occasions to calm down. He was asked to leave. A young man asked if Maria was ok and [REDACTED] threatened the man and wanted to fight him. It was at the stage that he was told to leave again and refused to do so. He was pushed from the pub by several people as he was very strong and was resisting, punching and kicking people.

I returned inside the premises as there were still customers there. [REDACTED] walked away from the pub.

We then heard that [REDACTED] had returned and people were running to the windows shouting that there was fighting outside.

I did go outside at this point but all I saw is mayhem. Lots of people running about or fighting. I didn't actually see [REDACTED] until I heard him shouting in the petrol garage threatening "watch what I'm gonna do" and someone says that his arm is injured and that they would ring him an ambulance.

I still had customers and staff inside at this point and so left it to [REDACTED] to deal with while I empty the pub.

I did speak to a couple of policemen although I don't recall their names and I did take them into the office where the CCTV is usually kept. I confirmed that the boxes had been taken away a few days prior to be fixed and was told that they didn't believe me and told me I would be arrested for obstruction if they were to find out I was lying.

Myself and the staff were then asked to remain until they had completed their searches and were allowed to leave a few hours later after our cars were searched also.

We opened for business the following day as normal and I received an Email From PC Adam Williams with a list of requirements which had to be carried out, to negate the risk of closure notices being put in place or the venue being taken to an expedited review. These were all completed and within the timeframe requested and this was confirmed by email to PC Williams.

I did feel that PC Williams was trying to work with us by imposing conditions which would help us uphold the licensing objectives.

Unfortunately the helpfulness didn't last long as it seemed to be taken out of his hands and dealt with by PC Goodwin and PC Daly who, despite everything agreed with PC Williams seem to just want to shut us down.

On Thursday around 3.30pm PC's Goodwin and Daly came to the pub to inform us of their intended 48hr closure notice. We immediately complied and closed voluntarily there and then.

We did enquire as to whether we could re-open after the closure to sell food with no alcohol or even the possibility of people bringing their own drink and I didn't appreciate PC Goodwin's sarcasm saying we could sell teddy bears if we like considering it's not her livelihood she's making jokes about. I also enquired with the council licencing office what constituted as a live sporting event and the definition of background music. I think this set alarm bells off as shortly after this we received a phone call from PC Daly saying he was going for a full closure and we wouldn't be opening at all. When we asked him to help us by explaining why we couldn't just sell food for the time being, he replied by saying "what motivation would I have in helping you when your licence has just been suspended and you want to re-open"

Again we agreed to cooperate with the closure at the court the following day with the proviso that we could operate our takeaway business. I asked PC Daly at the court why PC Williams had us implement all the conditions if they intended to close us anyway and he said that PC Williams had only been in the job for a few months and didn't really know what he was doing, which I thought was quite unprofessional.

I also queried how it would be likely that a criminal offence would occur under section 136 of the licensing act 2003 in the form of recorded music played at the venue either through the speakers system or on a television. I advised him that I had spoken to Paul Jones – licencing officer for Havering Council who had confirmed to me that background music of this nature was not a licensable activity. PC Daly confirmed that he disagreed with Mr Jones on this issue and that they were currently arguing it. So how are we supposed to know what to do?.

Hopefully people will see from our past record that the incident which occurred on the 3rd July 2018 was an isolated one and we have never had anything happen like this before.

We have worked very hard over the years in making the Pub a friendly, safe environment for our customers and the local community and are devastated about what has happened.

- We have working CCTV in place both inside and outside the premises and in the toilets (where the law allows).
- We have a zero tolerance policy with regards to the using, selling or passing of drugs and signs are posted in both toilets.
- We do not allow customers to take glasses from the premises and we have signs requesting the customers use the designated smoking area in the garden.
- All children under 16 must leave the premises by 8 o'clock every night, unless they are dining in which case they are to leave when the meal is finished.

- No baseball caps to be worn after 8 o'clock.
- We operate the "Challenge 25" rule and require photo I.d. to allow admittance.
- We also replace all glasses with plastics and no bottles during the large football matches i.e world cup

Following our recent emails with PC Williams, we have also employed SIA approved door staff from 7pm till close Fridays and Saturdays and logs will be kept.

Also all staff will be trained on how to use the CCTV.

I have also replaced Mr Fleming as DPS following a request by PC Williams and Mr Fleming no longer has any involvement with the business. Please note that although he has been charged he hasn't been convicted and is therefore innocent until proven guilty. We are confident that the truth will out and Mr Fleming will be found not guilty.

Despite being told by PC Belinda Goodwin that it doesn't matter whether Mr Fleming is guilty or not that they work on "evidence and probability".

I strongly object to PC Goodwin's defamation of my character and my ability to manage because " I was present on the date of the incident". CCTV was not a condition on the premises licence and therefore no breach occurred and it was hardly my fault it got damaged. As for the ambulance calling the police, as I didn't see [REDACTED] injury, I was unaware an ambulance was required.

I fully understand the committee's concern regard the incident, however, We have done everything we have been asked to do by the Police Licensing Officers, we even volunteered to close both when PC Goodwin visited the premises on the 5th July 2018 and when PC Daly obtained a closure notice at Barkingside Magistrates court.

We love our pub and all of the management and staff have worked really hard to make it what we believe to be a warm, safe and friendly environment. You only have to read our reviews and the lovely letters we have received since we closed.

Please don't let this one incident define us and undo all our hard work.

Yours sincerely

[REDACTED]
Joanna Black

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East Ham Fire Station

7A Charlemont Road

London

E6 6HJ

9th July 2018

To whom it may concern,

Character reference for Jay/ Havering well Pub Rush Green Romford Essex

I Perry Michael Whitlock am writing a reference on behalf of Jay and the Havering well in Rush Green Romford Essex, I am a serving London Firefighter and have been for 10 years. I am deeply saddened to hear that the licence of the pub has been revoked.

I would like to express my opinion on Jay and the Havering well, I have 2 young children and have often took my children into the pub for Family meals and events. The pub has always had a welcoming feeling and Jay and all the staff have always been very professional. I have never felt unease or unsafe, I have attended many of places to take the children for dinner but have always returned to the Havering Well.

The pub has been transformed since Jay took over, I would of never of took my children in there as there was always a feeling of "on edge and unsafe" but since Jay has took over there is always such a friendly feeling, and this has brought the community together with a safe environment for people to enjoy. He has turned the pub around from giving it a bad name, to an excellent 5-star rating over the years and also in its appearance.

Jay and all the staff at the Havering well pub are considerate, professional and understanding with families, children and members of the public. We have spent many of times attending to parties, meals and general gatherings and have always know Jay to work hard on his business and carries himself in a polite and respectable manor.

I feel strongly about the Havering well Pub and have often recommended this place to family, friends and work colleagues. I am also hoping to book a family event in the near future.

Kind Regards

Perry Whitlock

Firefighter of London Fire Brigade

6 Birkbeck Road
Romford
Essex
RM7 0QP

9th July 2018

To Whom It May Concern
The Havering Well Public House
148 Rush Green Road
Romford
Essex
RM7 0QA


Dear Sir/Madam

Re: The Havering Well, Rush Green

I write this character reference with whole truth. Jay and his Staff have always been very friendly, Polite and Accommodating to myself and family. We are regulars in the Havering Well and have never experienced any unpleasantries. Jay and his team have made a lot of good improvements to The Havering Well and are always so pleasant. Since April 2008, the pub has been a lot more family-orientated where Jay has made significant changes and it is well run, clean, respectable and welcoming.

I look forward to going in there again sooner rather than later.

Yours faithfully,



Joanne Hallel (Mrs)

HILL PILING

Accounts Office Only: P.O. Box 2711, Romford RM7 0WU
Telephone: 01708 752000 Facsimile: 01708 752002 E-mail: pinchplant@intamail.com

To whom it may concern

9th July 2018

Dear Sir/Madam,

Re: The Havering Well, Rush Green

My friends, family and myself (ages from 30years to 80 years) frequent the Havering Well on a regular basis.

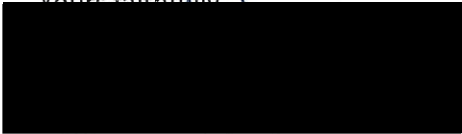
Since Jay, his family and team took over the running of this public house some years ago it has turned into a family friendly pub/restaurant.

The improvements he has made and is still making have made this establishment into a social meeting place for many of the community.

He runs a tight ship and Jay and his family have given the Havering Well a personality which makes us all feel safe and secure.

It is most certainly a benefit to the community and a safe haven for local people to meet their friends and family.

Yours faithfully,



Davina Jane Richardson
R W Hill Piling Limited
Director

08th July 2018

To whom it may concern;

I am writing a reference on behalf of The Havering Well. I have lived with my partner and children, and also worked in the area for the past 13 years. My partner has lived in the area from birth. I have seen many changes in the Rush Green area in this time and feel that The Havering Well was a positive change to the area, as when I first moved to the area it was a very run down pub which had a very bad name for itself and a bad element that went with it.

Since the new owners have taken over the pub I feel it has very family friendly place, which I have taken my children and partner to on a regular basis. we enjoyed the pub so much so that in 2017 we held my sons christening there and I also invited all my family and close friends over to celebrate my 30th in 2016.

The atmosphere has always been welcoming and the owners of the pub have always been professional and warm to me and my family. The added extra of the parilla grill, which serves excellent food meant my self, my partner and her family would regularly meet at the havering well for some dinner and a catch up, even though we moved away from the area this year we have still visited the Havering Well on a number of occasions, we feel comfortable there and my children love it. Over the years we have also attended birthdays there and my partner has attended a few baby showers there also.

I never hesitate to recommend the Havering Well to my friends and colleagues, and hope to spend many more afternoons, evenings and special events at the Havering well.

Regards

Daniel Smith

Firefighter London fire Brigade

[REDACTED]

[REDACTED] Canvey island, ss87nd. (previously lived in hornchurch and rush green, we moved april 2018)

From: Carly Skilbeck [REDACTED]
Subject: Reference
Date: 23 Jul 2018 at 20:56:26
To: [REDACTED]

I am writing this reference for Jay Flemming and the Havering Well... I have been going in there and known Jay for about 2 years. The pub is a friendly and family place to be. I have taken my son down there on many occasions. Jay has always been nice and friendly and I have never seen any trouble in there when I'm there. He has always been welcoming and I have never even seen him raise his voice. He gets on with everyone and everyone likes him. The Havering Well is a nice place to go and to enjoy a meal and the event nights are great nights to attend. They are well organised with enough staff and cater for everyone's needs. I worked in a pub for 7 years and in my experience I think Jay runs the pub very well.

Carly Skilbeck

To whom it may concern

Character reference re Mr Jay Fleming

I have known Mr Fleming since we moved to the area in November 2012. During this time, I have got to know Mr Fleming and have always found him to be of good character in the way he runs the Havering Well and how he conducts himself with the users. I visit the Havering Well normally twice a week with my family and always feel welcomed by the atmosphere created by Mr Fleming and his team. Some weekends I take my family including my mother and mother in law to the Havering Well and enjoy a relaxed meal. Mr Fleming always makes us feel comfortable and always interacts with us. In the years I have been a customer at the Havering Well, I have never witnessed Mr Fleming have an altercation with anybody other than challenging the age of young customers. During busy times Mr Fleming has been high profile in the way he manages the customers and so have the team that work there.

Yours

[REDACTED]
James Abbott

[REDACTED] Fourth Avenue

Rush Green

RM7 0UB

It is with great pleasure that I write this reference and my accolade regarding the current landlords Marie Summerfield and Jay Fleming. These individuals together with their trusted staff have become friends as they have to many other families that congregate on a regular basis. It is a place that has many regulars built up over many years and is a place where all people drink together in harmony. Never is there a trace of aggravation in any of the events that are held in this establishment making it a fantastic place for family and friends to visit. It is quite rewarding that over the years the resident trouble makers have all been banished from the premises making this a safe place for all to visit.

If a Meeting was arranged at the above referenced establishment I am absolutely positive that many people would attend to give their support of these wonderful people and would be a great shame if it was closed. It is a place where you can visit have a drink a meal especially in the well-received external grill together with Sunday lunches all that would be sadly missed if taken away

The staff all work effectively and diligently to ensure that all visiting public have an enjoyable time.

The nearest establishment to this would be the crown with the three travellers in the opposite direction which has no comparison to the havering well. The premises has extracted all trouble makers , had an extensive refurbishment, installed the external grill and made this a pleasurable venue for all to visit.

Jay Fleming is a considerate person towards all people including animals which he commits a lot of his time to and is always available to greet people when they visit his premises which I'm sure all other references will reiterate

Signing off it is a pleasure to confirm that all persons involved with the Havering well have become friends as well as publicans and hope they receive your full support in this instance and safeguard many people's valuable employments.

Yours sincerely

John STUBBS
Director Phoenix Green UK Limited

14th July 2018

To Whom it may concern

My name is Sheryl Welch and I run a local building company with my husband Jon Welch and I also work part time in a children's play group as a play leader.

My husband and I have been regular visitors in the Havering Well for over 20 years. Before Jay and Marie took over the pub I would not have dreamt of taking my children into this establishment as I never deemed it to be a very good family pub and I would avoid the pub on Saturdays and Sundays because of the sometimes hostile atmosphere.

Since Jay and Marie have taken over the pub we have spent many wonderful times in the pub as a family, I celebrated my 40th birthday there and also held a private party for my mums 60th where all our family young and old were made to feel welcome and safe. My mum is disabled and they ensured we had everything that was needed to cater for her disabilities.

We often visit on a Saturday for the wonderful grill and can also be found in the Havering Well nearly every Sunday with our Children aged 13 and 11 to enjoy their lovely roast dinners and brilliant family atmosphere.

You are always made to feel welcome and safe and are treated as one of the family by all the staff and over the years we have become very close friends with Jay, Marie and their children and also with their bar staff.

If Jay and Marie had not taken over the Havering Well and put so much effort into turning it around from a run-down men's only pub and into a wonderful family pub I fear for how the pub would have ended up. They have all put in 100% to make the pub a place that we call our second home, where everyone knows each other and everyone feels comfortable something the pub certainly was not before they became Landlord and Landlady,

The highlights of the year are the Halloween parties and then Christmas lunch time on Christmas Day where friends for over 20 years all meet to enjoy Jay and Maries Christmas splendor before heading home for family dinners. A tradition that would be so sadly missed should they not be running the pub.

I would not hesitate to recommend the pub to all of my friends and family as a place to go for food, drinks and entertainment, the wonderful atmosphere and great company.

Yours faithfully

Sheryl & Jon Welch

To whom it may concern

My name is Daniel Kocik, I live at [REDACTED] Springfield court, Rayleigh, Essex, SS6 9DD. I'm 38 years old and lived in Rush Green Romford all my life up until 2 years ago, I've drunk in the Havering Well since I was 18 back when it was Big Hand Mo's and I still go there quite a lot to see friends. I'd like to have my say on how I've seen the pub change so much over the years. When I first started drinking in there you didn't see families, it was a trouble pub where fights were common and trouble makers were everywhere. I've seen lease holders and managers come and go and little changed in the pub during that time, more fighting more trouble makers and a bad reputation that wouldn't go away. That all changed when Jay and Marie took over, two people who had a vision of how they wanted the pub to be and the direction they wanted it to go in. They have worked tirelessly during the time they have been there to rid the pub of trouble and turn it into a nice family place. I would never have dreamed of taking my family in there during the bad times but now it's a place my family enjoy going.

Jay and Marie and all the staff that work there have changed the reputation of the pub into somewhere where you can see families enjoying food and a few drinks quite regularly, they have transformed the garden from an overgrown grass filled waste of space into a small oasis where families enjoy themselves. Jay and Marie have made many friends through the pub with their friendly warm welcomes and ability to stand and have a chat with you to make you feel at home. They have removed trouble makers and put the safety and enjoyment of their customers first and made the havering well into a pub the community can be proud of.

Daniel Kocik

Ms Natalie Ruggiero
Corran Way
South Ockendon
RM15 6AP

16th July 2018

To Whom It May Concern

I have known Jay and Marie for a number of years since they became the landlords of the Havering Well. During this period, they have managed to completely change the character of the pub. Prior to them taking over, the pub was a venue that was avoided by most local families. It had a poor reputation and there was trouble on a regular basis. Since Jay and Marie have taken over, the venue has become a focal point of the local community, where families feel able to take their children to eat and play in the garden.

Jay, Marie and their family are well known and well respected within the community. They always go out of their way to assist their customers when they are able. I have a small florist business and they will always put my name forward if one of their customers requires flowers. I am not the only local business they have assisted, they will always be ready to put one of their customers names forward if they hear of a job opportunity.

I can honestly say they have transformed the local area for the better and they and the venue are being missed.

Yours faithfully


Natalie Ruggiero

Lisa-Marie Ruggiero
Lilac Gardens
Rush Green
Romford
RM7 0RJ

11th July 2018

To Whom It May Concern

My name is Lisa-Marie Ruggiero of Lilac Gardens, Romford, Essex RM7 0RJ. I have worked in child protection for private agencies and The London Borough of Waltham Forest for the last six years until recently becoming a full time, stay at home parent. I have lived in my current residence for the last 17 years which is in a neighbouring road to The Havering Well Public House. I have also previously volunteered in a neighbouring business for 5 years.

Prior to Jay and Marie taking over The Havering Well, the customer base was anti-social and I would avoid walking past the property through fear. Within a short period of time following Jay and Marie's presence, it was soon apparent that the pub was being managed in a completely different manner to that of any of the previous landlords. The local area felt safer as any anti-social behaviour by customers was no longer tolerated. Once frequent visits by the police became few and far between.

I became familiar with Jay and Marie in their early days at The Havering Well. They invited my family and myself to the pub for a family lunch. It was clear from the outset that they were a hard working couple, set on turning the venue around to a safe family friendly public house. The improvements continued to happen over the years. Upon becoming a parent myself, I have enjoyed many special times there with my young family. Jay and Marie have always been the most welcoming publicans, I have never seen either of them display any form of hostility or aggression.

I cannot emphasise enough what a benefit Jay and Marie's presence has been. As I previously stated, not just to the pub itself but to the whole local area. Having gone from not using the properties side of the road previously, to enjoying every Christmas morning at the pub with Jay, Marie and their family along with at least twice monthly visits throughout the year. I strongly believe that if Jay and Marie had not taken over, my neighbourhood would have continued to decline with the pubs old customer base. I would have had no alternative but to move home. The thought of a new landlord or family running the pub has generated a huge fear in my community, we do not want it to return to the old days before Jay and Marie, this would have a huge negative impact on the local area.

Having now known Jay, Marie and their families for the last eight years, I would class them as friends. I can only describe all of them as honest, hardworking, charitable and kind people who care greatly for all around them.

Yours faithfully


Lisa Ruggiero

Michael Paul Ruggiero
[REDACTED] Corran Way
South Ockendon
RM15 6AP
[REDACTED]

I have known Jay & Marie since I was 18 years old when I started drinking in The Havering Well 7 years ago. I have seen the pub go from a troublesome pub where people would do as they pleased, for example drug taking, drug dealing, fighting etc to one of the nicest pubs in the area. It is the only pub I will take my three-year-old nephew and 5-year-old cousin too as I know with Jay & Marie running the pub to such high standards that they will be safe there. There is always a friendly & relaxed atmosphere, I know I won't walk into the bathroom with them and witness drug taking like every other pub in the area, Jay & Marie have a zero-tolerance policy. I now own a large roofing company with contracts nationwide, I also use the pub to entertain corporate clients as Jay & Marie have put large sums of money into the property including new kitchen equipment & décor again to attract a nicer clientele and differentiate themselves from previous owners.

When they first took over the pub every criminal and drug addict drank in the pub, Jay & Marie barred them straight away, losing their custom but knowing in the long run their hard work would pay off and result in the pub and local area being a better place.

Jay is by far one of the nicest men I know, he & Marie have time for everybody and helps everyone when they can. My Father was made homeless following his divorce when I was an apprentice and on a low income myself, Jay & Marie were made aware of this and gave him the flat above the pub for free until he was on his feet again.

Without Jay and Marie running The Havering Well I know the pub will go down hill again and the community will suffer.

Kind regards

[REDACTED]
Michael Ruggiero

Reference Jay

Dear Sir / Madam

I have only known Jay and family since they took over managing the now Haver-
ing well. They have as a family put a lot of
hard work and effort into making the pub
family friendly with a good atmosphere
and great food. I myself have frequented
the pub on and off since 1977 so I have
seen a few landlords come and go and I
would put Jay,Marie and family at the top.

Kind regards

Rick Lowe

Last modified: 16:03

WORKPLACE connect LTD

Ref: Havering Well Public House

17th July 2018

Dear Sir / Madam

I am writing to you in relation to the suspension of the licence for the Havering Well Public House in Rush Green Romford currently in place until 10/08/18.

I have been using the establishment since 1996 in the first instance pleasure but lately since the introduction of Mr Jay Fleming and Miss Marie Summerfield increasingly for business meetings.

As a director of a successful Office Furniture Installation Company for the past 10 Years I have to deal with many different types of professionals from local companies to Directors in FTSE 100 Companies and having confidence to entertain such types, in an environment that would not harm my relationships with said professionals, is a key factor in my choice of venues. The service and ambience of the Havering Well is entirely in keeping with the high standards I strive to adhere too as a business and in no way would I place myself or my business in jeopardy by frequenting an establishment that could not meet these demands.

Both Mr Fleming and Miss Summerfield have been instrumental in providing me with this option and have always endeared themselves to my clients. Without their welcome and support I would find it hard to continue to use the venue in such a way. I am also fully aware the local police and councillors use the pub in a similar fashion from time to time and am therefore satisfied that the use of the Havering Well by such pillars of the community only strengthen my beliefs in the performance of both the staff and more importantly the licensees.

I must stress at no time have either myself or more importantly my clients felt any animosity from both the employees or the patrons that use the Havering Well both during the day and in the evenings. Further proof of this is the fact that I have also used the Havering Well in my social time at the weekends including bringing my family and children to eat here and sample the atmosphere on regular occasions, again this is something not to be taken for granted as I am a staunch supporter of family values and their safety is held in my highest regard and beyond question.

With all of this taken into account I must stress that at no time prior to Mr Jay Fleming and Miss Marie Summerfield becoming the Licensees to the Havering Well would I have thought it possible to use the establishment in this way and commend them for the way they have turned the business around into something that can be enjoyed and savoured by all walks of community life. Cont.

Unit 44 Saffron Gardens
Horndon Road
Horndon-on-the-Hill,
Essex SS17 8PF
T 01375 678691

WORKPLACE connect LTD

It is rare in life these days to find such hard-working people who enjoy what they do and more so for the enjoyment of others and as such urge you to reconsider the suspension of their Licence.

Thank you for your time in reading this reference and please do not hesitate to contact me should you require any further information or if I can be of assistance in any further way.

Your Sincerely,



Mr Christopher Taylor

Director

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Susan Jane Goodwin
[REDACTED] Lymington Road
Dagenham
Essex
RM8 1RP

To Whom It May Concern,

I have been attending the establishment "The Havering Well" currently owned by Jay Fleming for upwards of 7 years. I do not reside in the local area, but attend the public house as a regular customer due to the friendly atmosphere and welcoming attitudes of the staff members. Over the years I have witnessed how hard Jay and family have worked on the establishment in cosmetic and atmospheric improvements. I have built a personal friendship with Jay and I am deeply impressed by the amount of charity events he has organised and the fact that he has regularly put on entertainment for regulars and visitors and treats everybody he meets like family. I feel that in this area I have not been to a business where I have felt more welcomed and at home, there are not many places like this and in my many years attending I have not seen a serious incident take place, if there was an issue it was dealt with efficiently and effectively with minimal impact on other patrons.

Yours,

[REDACTED]

Susan Jane Goodwin

Since the pub has changed from
the tavern to the harving the
pub has ~~change~~ changed dramatically
the pub used to be a right tip
and the new owners have done
it up lovely and brought a whole
new warm welcoming crowd
to the scene ~~there's never any~~
~~trouble~~ they have changed
a rough pub to a 5 star
restaurant pub not only can you
get a good beer you can get
a good beer with good food
and a smile

[REDACTED]

Chris Seal.

[REDACTED]

Character reference for Mr Jay Fleming
7th July 2018

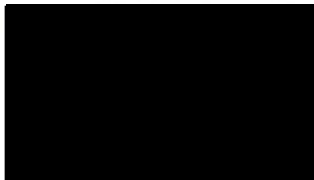
I have known Jay Fleming for some 15 years and have always found him a friendly and well mannered person.

Taking on a local pub which has improved ten fold since under his management. To add to this Jay Fleming and his family have put in many long hours of work making The Havering Well the locals first choice of places to eat and drink. A firm favourite with everyone.

I would like to say I personally have found Jay Fleming to be mild mannered and helpful and a man that has worked very hard at making our pub family friendly one.

Given that most pubs do get occasional trouble with drunks as a patron I have never seen Jay Fleming do anything other than try to keep the peace and deal with situations professionally and in a way that it would cause minimal distress to other patrons.

R Boreham



SEAN HUBBLE

████████ Carnation Close

Rush Green

Romford

Rm7 0XQ

07/07/18

Re: Character Reference
of Jay Flemming

Dear Sir/Madam

I have known Jay Flemming ever since he took over the Havering Well. I have always found him to be a friendly / inoffensive person with a cheery disposition. I have never seen him act in an aggressive manner & I don't think that I have ever even heard him raise his voice.

In all the years that he has ran the pub I personally have never witnessed any violence whatsoever from customers or staff.

I would have no hesitation in recommending the Havering Well to people with families as a nice, friendly & safe place for them to socialize. This pub is the hub of the Rush Green Community & it would be a terrible shame for it to cease trading particularly with the present licensees.

Please note that I was not present on the day of the incident so therefore cannot comment on any alleged incidents. This is a true ^{my} honest ~~opinion~~

Information Haveringwell

to me

Incident at the Havering Well 2/7/2018 / Statement of Mr Jay Fleming

Sometime after the England game had finished I'd noticed **Mark Mitchell** was in the pub, I could see he was very drunk and by my opinion (passed a drug awareness course) was also on drugs. I chose to not confront him because I know how quick he can lose his temper especially when in this state and because the pub had so many customers enjoying themselves I didn't want it to spark off. During the whole time **Mark** was in the pub I was Djing in the dj booth but I knew Marie and other senior members of staff knew he was around so left them to deal with him.

At around 11pm I saw a commotion with **Mark** being ejected from the pub at the front doors, there were a lot of people trying to force him out but he was fighting against them, trying to push his way back in. I left the Dj booth and went over to help get **Mark** out of the pub which we finally did but he was outside screaming at myself and Marie saying how much he hates us and we can go our selves. I then noticed people going back inside and heading for the back garden where I know there's another exit so I headed off to the side door so I could stop them coming round from the rear car park and getting up behind **Mark** at the front of the pub. Coming out from the side door I noticed **Mark** to my left side at the corner of the pub where he also saw me and to my right a group coming from the rear of the pub, as I stepped out **Mark** came running at me screaming and punched me to the left side of my face which knocked me to the ground (I have injuries to my right side that can verify this). I'm not sure if I was knocked unconscious but the next think remember was **Mark** laying on top of me and people trying to get him off.

Sent from my iPhone

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