

# Appendix 5 - Reps in support

**Aileen Powell**

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**From:** [REDACTED]  
**Sent:** 13 August 2020 14:32  
**To:** Licensing Inbox (WPBC)  
**Subject:** The hardys pub review of premises licence

Hi there.

I'm a regular at the hardys pub in Dorchester .

I have seen the notice of review of licence due to public nuisance and prevention of crime and disorder. Since the landlord Glenn Chadwick has owned the premises I have always felt welcome and have rarely seen any trouble, no more than any other premises in Dorchester.

The staff are very polite and make everyone feel welcome.

Glenn has always made the point to customers that he won't allow any trouble in the hardys.

As far as I'm concerned the hardys is a family friendly pub and have no problem whatsoever in bringing my children in the pub as always feel welcome .

Many thanks

## Aileen Powell

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**From:** [REDACTED]  
**Sent:** 27 August 2020 07:51  
**To:** Licensing Inbox (WPBC)  
**Subject:** Hardy Pub Trinity Street

To whom it may concern,

I have lived in Dorchester for 56 years and have used the Hardy Pub on several occasions over the years, it has always had an entertainment licence and its live music is what makes it a popular pub in Dorchester. Why choose to live near a pub if you don't want to hear music till late in the evening ?? Also every pub has its problems with customers so why is the Hardy Pub under investigation, when I can think of more problems around Dorchester with other pubs, noise shouting fights and lots of litter problems. I think Glen and his team do a great job and it would be a shame to see this establishment close again due to a few members of the public.

Regards [REDACTED]

Sent from my iPad

## Aileen Powell

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**From:** [REDACTED] >  
**Sent:** 15 August 2020 20:44  
**To:** Licensing Inbox (WPBC)  
**Subject:** Hardy's Pub In Dorchester

**Categories:** Roy K

I am a regular patron of Hardy's Pub on Trinity Street in Dorchester and was shocked to see the poster about the licencing coming into question at this great pub.

As a female who goes out on their own to pubs, Glenn always makes me feel comfortable in Hardy's as does his team and although social distancing he will chat with me and takes an interest in what I am saying or in my news. It is something that makes trips to the pub a little less isolating and Hardy's pub has always made me feel welcome, since the re-opening with Glenn at the helm.

It is often difficult to visit establishments as a lone female and any unwanted attention is swiftly dealt with. During lockdown, it was a very isolating time and since the doors of the pub have re-opened although far from being my local pub, which is a good 30 minute bus ride away to reach Hardy's, it has been my pub of choice and the addition of their food menu and Sunday afternoon music in the garden has made it a pleasure to go out without feeling uncomfortable alone.

Glenn has often offered lifts home at the end of an evening, even going out of his way to drop me off or offering to pay for a taxi home to make sure that I get there safely. As a customer, that speaks volumes, wanting to make sure the customer feels safe while on the premises and also safely to their own front door.

I have watched Glenn take such care of his customers, that some of the more elderly who I have seen slip from a chair, he doesn't hesitate to call for medical assistance as he is already there in the pub, front of house, and will sit with them until medical teams arrive to take over.

I have never had the level of customer service anywhere else, and is so reassuring to know that I can go to Hardy's without any hesitation or concern. I really can't believe that anyone would need to call into question Glenn and his teams licencing.

Please let me know if you require any further information in support of Glenn and his team at Hardy's Pub.

Kind Regards

[REDACTED]

## Aileen Powell

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**From:** [REDACTED]  
**Sent:** 14 August 2020 23:06  
**To:** Licensing Inbox (WPBC)  
**Subject:** For the Hardy

**Categories:** Roy K

To whom it may concern,

I am writing in regards to the current dispute against the Hardys.

This pub is covid secure, the bouncers at the door take your temperature on arrival and you have to write your name and number in the guest book. It is a one way system, in one door and out the other. The bar has barriers to protect the staff and customers. The landlord takes regular sound readings when he has live music and makes regular rounds to make sure everyone is happy and secure within the pub.

I am therefore in favour for the pub to continue with their licence because it is no different to any other pub in the area.

Kind regards

[REDACTED]

[REDACTED]