

Supplement to the agenda for

Licensing Sub-Committee

Thursday 13 March 2025

10.00 am

**Online meeting/Conference Room 1 - Herefordshire Council,
Plough Lane Offices, Hereford, HR4 0LE**

	Pages
4. APPLICATION FOR A VARIATION OF A PREMISES LICENCE IN RESPECT OF THE CROWN INN, LEA, ROSS ON WYE, HEREFORDSHIRE, HR9 7JZ - LICENSING ACT 2003.	3 - 6

Subject: Addressing Your Concerns About The Crown Inn

Thank you for reaching out and sharing your concerns. I completely understand why you'd be worried about late hours, the family-friendly nature of the pub, and the risk of antisocial behaviour, given the history of The Crown. I want to personally reassure you that under the new leadership, this is not a return to the "bad old days" but a fresh start focused on creating a well-managed, welcoming community hub.

While we are family-friendly, we are not positioning ourselves as solely a family pub—we want The Crown to be a space that works for everyone. That said, we've taken key steps to reduce any potential disturbance. The top outdoor area will close at 9 PM, and all outdoor music will stop by 10 PM. We have also introduced a staggered closing time to avoid large groups leaving all at once, which helps prevent noise, disturbances, and street gatherings.

Concerns about fighting, litter, and broken glass are understandable, but we are fully committed to responsible management. It is illegal for us to serve intoxicated customers, and we will have strict policies in place to ensure responsible drinking. By keeping patrons inside the venue rather than on the streets, we significantly reduce the risk of litter and noise spilling into the village.

I'd love to invite you in for a tour of the space and a chat with Tom, our new General Manager, who is happy to answer any questions and discuss how we are doing things differently. If that sounds good, feel free to reach out to him directly at tom@thecrowninnlea.co.uk, or let me know when might work for you.

I really appreciate your time and would love the chance to talk further.

Best regards,

From:
Sent: 04 March 2025 10:21
To: Crown Inn
Subject: FW: Addressing Your Concerns about The Crown Inn Lea

Hi

Thanks for acknowledging our concerns and responding to us. We would like to take up your offer to visit the site and hear your plans/ideas

My wife and I would like to visit with XXXXX from XXXXX (who has also contacted yourselves)

Unfortunately, we are busy for the next week, so maybe we could put a date and time in our calendars for week commencing 17th March? What's your availability for evenings?

Tuesday 18th, just after 5, would work for us. Look forward to meeting you then

Regards

From:
Sent: 03 March 2025 21:01
To: Crown Inn
Subject: RE: Addressing Your Concerns about The Crown Inn Lea

Hi

I can indeed. Would sometime on Monday suit? I might ask Lea Parish Council chairman if he is available to attend too if that would be acceptable to you.

Kind regards

From:
Sent: 01 March 2025 10:39
To: Crown Inn
Subject: Re: Addressing Your Concerns about The Crown Inn Lea

Thanks, that's very encouraging for me and I look forward to my first beer and meal in the Crown. I would appreciate a quick look round when convenient to you.... I'm free most days

On Mon, 3 Mar 2025, 07:12 Crown Inn wrote:

Of course, we will be in touch to arrange a walk round with you.

Kind Regards,

From:
Sent: 28 February 2025 17:32

To: Crown Inn

Subject: Re: Addressing Your Concerns about The Crown Inn Lea

Hi

Thanks so much for your email. I will forward to the Councillors

