

## Letter from Labour Party and Response from Premises Licence Holder



Enfield Southgate Constituency Labour Party  
19 Spencer Avenue  
London  
N13 4TS  
10.10.2019

**The Proprietor/Manager  
The Bird in the Hand Pub  
100 Tottenham Road  
N13 6DG**

Dear Leyla

We were recently happy to host an event at The Bird in Hand and many thanks for that. So I was sorry to receive an account from one of our members regarding an unfortunate incident which took place there not long ago. (please see their statement below) I would be very grateful if you would take the trouble to make some investigation from your side and get back to me on this. Our member is most upset and I would hope to find a way to help them move forward from what appears to be a distressing experience. Please see the account below:

*"On the evening of 18/09/19 I attended the Bird in Hand public house to watch a football match on TV. When attempting to leave at about 19.50 I noticed that the exit door onto Tottenham Road was locked. This is a fire door and I brought it to the attention of the manager. He said they were going to have some work done so it was locked. I pointed out that it was a legal obligation to unlock fire doors while the premises was occupied. At this point the conversation became heated and I was told to 'Call the fucking Police, call the fucking Fire Brigade' I was then manhandled from the premises and my phone was taken from me. I was forced out the door on Wolves Lane. I insisted that my phone was returned. It was, with the photo of the alleged manager deleted. Once outside, I was assaulted by a member of staff. I phoned the police who recorded the incident as a crime, but were unable to send a vehicle immediately, and I, fearing a further assault, left the area. I later contacted the London Fire Service who confirmed that the fire doors should be unlocked and said they would contact the premises. I understand that Enfield Southgate Constituency Labour Party recently held an event at this premises. I am requesting that you contact the establishment to firstly ask for their response to my accusation, and should that prove unsatisfactory, to ensure that we do not book any further events there, and seriously consider asking our members to avoid it. It may well be that they have a CCTV recording of the event should they wish to contradict my version."*

I look forward to hearing from you,  
Kind regards

**Thushara Dassanayake**  
Enfield Southgate CLP Secretary.  
enfieldsouthgatesecretary@gmail.com

Sent 24/10/19  
(Thushara MP)

Ms L Hassan  
The Bird In Hand Public House  
100 Tottenham Road  
Palmers Green  
N13 6DG  
23rd October 2019

Dear Thushara,

Thank you for your letter dated 10/10/19, I am very concerned to hear from you under these circumstances. We pride ourselves in the good customer service we provide to the public and we always receive good feedback from them. We are conscientious publicans who take our positions very seriously. As both myself and my business partner have been members of the Labour Party for over 30 years, we feel strongly about what we have been accused of as it is not a true account of what fully happened.

On that day I was not present as I had to attend my sister's funeral but was informed the following day of the incident, I watched the CCTV footage of what happened, it is correct the gentleman came into the premises and immediately started to make a fuss and complain the sun was shining in his eyes, he attempted to close the blinds to which my business partner Ali asked him to leave the blinds due to health and safety regulation and in case of an accident, he told the gentleman to inform a member of staff in future who would be able to do this for him, Ali then closed the blinds for him.

After the football game finished the gentleman tried to leave through the door on Tottenham Road (a fire exit door) but found it locked, he started to shout that this was a fire exit door and he knew the rules that all fire exit doors need to remain open, the staff member explained indeed that was correct and opened the door for him apologising for the door being locked, she then informed management (Ali) who again apologised again for the door being locked and tried to explain that there was works going on next to the door (restaurant) and even though it is a fire exit door the other 4 doors to the road were all open.

This gentleman would not accept the apology from the 3 members of staff and continued to be aggressive towards them, he continued to shout and swear using language that is not acceptable especially as families and children were on the premises. He started to record and take pictures on his phone and a customer told him to stop recording his children, he did not want pictures or videos of his children on the gentleman's phone, he asked him to delete everything that he had recorded. At this point the gentleman proceeded to walk to the Wolves Lane door and the door was opened by a member of staff, he continued to record customers and staff, he was asked to stop swearing, stop using this type of language, stop recording customers and staff as it was distressing the children, he ignored the request and started to take pictures of this member of staff to which the member of staff put his hand in front of his phone to prevent any more images being taken. The telephone got hit and fell out of the gentleman's hand falling to the floor, the staff member picked it up and deleted all recordings and images taken inside the premises, reassuring the families nothing was left of their children. The gentleman left throwing abuse at everyone saying he would be back and he would inform the "fucking Fire brigade" and police of the incident. Indeed, the fire brigade did



attend our premises a few days later and all the paperwork they required was given to them and an inspection took place.

Staff then called the police and reported the incident as he was still pacing up and down the road with the phone to his ear, he was informed by the officer that as the gentleman had already left the premises, they would not attend but to call them back if he returned and was causing a problem.

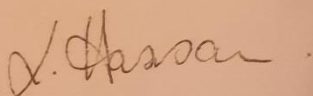
There are 5 exits to the main road 4 of them were open the only one locked which we know should not have been locked was the one the gentleman tried to open. I have informed all staff that all 5 doors must remain unlocked at all times whilst the pub is open even whilst the works are being carried out and checked daily.

This incident should not have happened had the fire exit door been open, the premises was busy that evening and should you require an independent witness to the incident I would be happy to ask customers that witnessed it if they would be happy for me to pass on their details to you.

I hope this gives you a better understanding of what happened that day and had you contacted me sooner it would have been possible for you to have looked at the CCTV yourself, unfortunately our system only keeps recording for 31 days. I hope this does not prevent the labour party or any individuals from attending our premises in the future as we strive to provide the best service to our community.

I hope you find my account of the incident satisfactory and please forward my apology to the gentleman if he feels someone in my establishment treated him unfairly.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'L. Hassan'.

Leyla Hassan