

From: Tamba, Lamin
Sent: 12 June 2017 17:26
To: Business Licence
Subject: The SSE Arena, Engineers Way, Wembley, HA9 0AA

ENVIRONMENTAL HEALTH

MEMORANDUM

LICENSING CONSULTATION -INTERNAL MEMO

To: AEG Facilities Ltd UK

From: Lamin Tamba

Cc:

Date: 12/06/2017

Premises: The SSE Arena, Engineers Way, Wembley, HA9 0AA

Type of Application: New]

I would like to confirm that I have considered the above proposal with regard to the prevention of public nuisance. Having discussed the application with the applicant, on behalf of the Environmental Health I would like to:

Make representations to the application on the following grounds:

[The operating schedule does not address the prevention of public nuisance from:

- } [airborne entertainment noise]
- } [Structure borne noise or vibrations from entertainment]
- } [Noise generated by patrons in external areas of the premises e.g. beer garden]
- } [Noise generated from patrons queuing to enter]
- } [Noise from patrons exiting the premises]

The applicant has agreed to take steps to ensure that the proposed events at the premises do not give rise to nuisance complaints.

Prevention of nuisance from noise/vibration

Airborne

All doors and windows will remain closed during the licensed activities. Where a door is used for patrons to enter or leave the premises the door will be fitted with a self-closing device and staff told to

ensure that it is not propped open. If/When Necessary a member of staff shall be positioned at the door to ensure it is opened for as brief a period as possible]

Windows/doors facing residential facades will be fitted with an alarm that instructs staff when the door has been opened

Windows/doors facing residential facades will be fitted with an electronic device that cuts the power to the stage/performers area when the window/door is opened

The licensable activity shall conclude 30 minutes before the premises is due to close to prevent excessive noise breakout as the premises empties

Structure borne

All speakers are mounted on anti-vibration mountings to prevent vibration transmission of sound energy to adjoining properties]

Sound limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property

All entertainment will utilise the in-house amplification system, the maximum output of which is controlled by the duty manager]

The level of amplified entertainments shall be controlled by means of limiting device set at a level agreed with the licensing authority

Outside Areas

No music will be played in external areas of the premises]

No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises or in or near any foyer, doorway, window or opening to the premises

Signs shall be displayed in the frontage instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly The management reserve the right to ask patrons to move inside the premises or leave if it is felt that they could be disturbing neighbours

The number of persons permitted to utilise the frontage or sides facing residences will be restricted to 20 persons maximum after 23:00

Sides facing residential facades will be closed and patrons requested to come inside the main structure of the premises at 23:00hours

Patrons entering/exiting premises.

Where people queue to enter the premises a licensed door supervisor shall supervise and ensure the potential patrons behave in an acceptable manor

When the premises turn out a licensed door supervisor shall supervise patrons and ensure the leave in a prompt and courteous manor, respecting the neighbour

Signs should be displayed instructing patrons to respect the neighbours and behave in a courteous manor

A licensed door supervisor will be positioned on the exit door to ensure, as far as reasonably practical, that patrons leave drinks within the premises]

A licensed door supervisor will patrol the cartilage of the premises to prevent patrons urinating in public areas in the vicinity of the premises

International Events

The premises shall have no more than 12 extensions per premises per year (excluding applications made under TENS).

1. An operating plan covering public nuisance should be completed prior to the event.
2. A minimum of 7 days notice shall be given to the licensing authority.

The licensing authority may prohibit the extension if there is reason to believe that one of the four licensing objectives has not been adequately considered

Dealing with complaints

A complaints book will be held on the premises to record details of any complaints received from neighbours. The information is to include where disclosed, the complainants name, location, date time and subsequent remedial action undertaken. This record must be made available at all times for inspection by council officers

Regular liaison meetings will be held to enable neighbours to raise concerns about any aspect of the licensed activities

Prevention of nuisance from light

The use of explosives, pyrotechnics and fireworks will be restricted to internal areas only

[Illuminated external signage shall be switched off when the premises is closed

Security lights will be positioned to minimise light intrusion to nearby residential premises

Supporting Information

A single complaint was received in May 2017 and officers from this department observed that the noise was clearly audible. We would not like a repeat of the same.