

The Prince Albert

Representations in respect of the review of the premises licence.

August 2015

On behalf of Environmental Health (Commercial) I would like to make representations in connection with the review of this premises licence.

Below is an at a glance summary of the public nuisance and safety complaints that have been received about these premises in the last 3 years. More details on the next pages.

Reference number	Date of complaint	Nature of complaint
387885	25 th Sept 2012	NOISE
388150	26 th Sept 2012	FLY POSTING
389143	17 th Oct 2012	FLY POSTING
392313	15 th Dec 2012	NOISE
401829	30 th June 2013	NOISE
401487	30 th June 2013	NOISE
403357	13 th July 2013	NOISE
404382	2 nd Aug 2013	NOISE
13/03541/NOCOM	2 nd Dec 2013	NOISE
14/00357/NOCOM	2 nd Dec 2013	NOISE
14/0233/NOCOM	6 th Jan 2014	NOISE
14/07644/NOCOM	5 th June 2014	NOISE
14/08691/NOCOM	24 th June 2014	NOISE
14/10636/MISCEL	7 th Aug 2014	SAFETY
14/11961/FLYPOS	12 th Sept 2014	FLY POSTING
14/13303/NOCOM	24 th Nov 2014	NOISE
15/00650/NOCOM	2 nd Feb 2015	NOISE
15/00768/NOCOM	6 th Feb 2015	NOISE
15/03226/FLYPOS	23 rd May 2015	FLY POSTING
15/04417/NOCOM	13 th July 2015	NOISE

EH COMPLAINT and LICENSING HISTORY for the Prince Albert

4th April 2012 Premises Licence variation of Premises DPS granted. PLH Richard Ryan Limited. DPS Tadhg McGillicuddy.

25th September 2012 a guest at the Britannia hotel complained that could not sleep as there was extremely loud music coming from the Prince Albert pub between 22.00 and 02.10 hours. Discussed with Prince Albert. **(Appendix 1)**

26th September 2012 a complaint was received that posters had been put up in the city centre advertising an event. Prince Albert was advised and posters were taken down. **(Appendix 2)**

17th October 2012 a complaint was received that posters advertising Haunted Hotel Halloween event were found in phone box in Dudley Street. **(Appendix 3)**
Warning letter sent. **(Appendix 4)**

15th December 2012 loud music was reported from the Prince Albert. Complainant was called circa 01.40 a.m. Message left, no reply. **(Appendix 5)**

30th June 2013 there was a complaint of loud music from the patio, beer garden area. Message left for complainant to call if having problems with loud music. **(Appendix 6)**

Also on **30th June 2013** there was another noise complaint from the Prince Albert which was holding a temporary event involving music outdoors. **(Appendix 7)**

13th July 2013 very loud music from the Prince Albert was reported by the taxi drivers. Unable to contact complainant, phone kept disconnecting. **(Appendix 8)**

2nd August 2013 the Prince Albert was visited by officers at 18.58. Noise levels were deemed to be acceptable. Advice was given. **(Appendix 9)**

22nd/23rd September 2013 Noise monitoring was carried out by DMX Productions Ltd on behalf of Richard Ryan Limited during an event held at the premises. DMX concluded that all measurements taken confirmed that the noise from the premises was inaudible within neighbouring occupied properties.

11th October 2013 Premises Licence Variation application to extend the current licence to the outside terrace and car park for the hours of Monday to Saturday 7pm to 4am.

21st November 2013 Following a licencing sub-committee hearing this Premises Licence Variation was granted subject to a number of conditions agreed between Environmental Health (Commercial) and the Premises Licence Holder and which are set out in the Premises Licence dated **(Appendix 10)**

These conditions include the agreement that noise/vibration will not emanate from the premises to cause a nuisance at the closest sensitive property; compliance with the noise plan submitted on 21 November 2013 **(Appendix 11)**; noise monitoring patrols; closure of windows and doors during regulated entertainment; use of noise limiting equipment; and dealing with complaints promptly.

2nd December 2013 Loud noise from late night outdoor event, 29th November. Complainant never heard anything like it and has lived at her property for 4 ½ years. Could not sleep. Numerous DJs across outdoor marquees. No complaints from Britannia hotel. Out of Hours telephone number given to complainant. **(Appendix 12)**

Regarding that same night on **2nd December 2013** complaint received that could hear the music clearly even though they have fully closed, double glazed windows, 12 week old baby and feels the volume is anti-social. Complainant advised. **(Appendix 13)**

6th January 2014 Noise from local pub believed to be Prince Albert. Complainant and girlfriend cannot sleep. Noise at weekends and some week nights. Can carry on until 4am. Allegation unsubstantiated as unable to obtain further information from complainant. **(Appendix 14)**

5th June 2014 Notification received to change the nominated Designated Premises Supervisor from Tadgh McGillicuddy to Manjit Singh Bhella.

5th June 2014 Prince Albert had a club night until 2am. Complainant stressed, no sleep states that this has happened countless times. Officers unable to investigate due to lack of information and contact details from complainant. **(Appendix 15)**

24th June 2014 Complainant with disabled mother were having a meal nearby on 21st June and asked for the music to be turned down and it was turned up. The manager of the restaurant contacted the Prince Albert 3 times on the Saturday regarding music from an outdoor event. A number of staff from the Grand Theatre also complained about the noise from this outdoor event which took place 14.00-18.00 but for which no TEN was received. Manager of restaurant given Out of Hours number. Officers arranged to visit manager Manjit of Prince Albert to discuss issues. **(Appendix 16)**

27th June 2014 Objection by Environmental Health (Commercial) to a late Temporary Event Notice (5th-6th July) **(Appendix 17)**

The aforementioned noise complaints and failure to apply for a TEN for the 21st June regulated event (which is a direct breach of the Licencing Act 2003) were among the reasons this late TEN was objected to.

7th August 2014 Helium/Nitrous Oxide balloons being sold on premises. Health and Safety concerns as customers encouraged to inhale. Prince Albert advised by Police that Wolverhampton has zero tolerance on this. Owner Ryan McGillicuddy unaware of balloons being sold. Owner also confirmed that the manager Manjit was sacked on 5th August and a new manager Sarah had been appointed. **(Appendix 18)**

7th August 2014 Notification received to change the nominated Designated Premises Supervisor from Manjit Singh Bhella to Tadgh McGillicuddy.

12th September 2014 Fly posting of forthcoming 'Funkshun' event around the city. The manager was advised. A warning letter was sent to Richard Ryan Limited. **(Appendix 19)**

24th November 2014 Loud low frequency noise audible at 1am, woke up son. Officers visited the following weekend on 29th. Noise barely heard but low level frequency detected in the street. At another location, Westfield Road, music clearly audible. The same beat was also

heard by an officer from the rear of Bilston College. Advice provided. On 1st December the complainant said noise terrible until 1am. Noise monitoring equipment installed. Nothing heard on the following 2 weekends. **(Appendix 20)**

2nd February 2015 Loud music from speakers outside venue. Complainant staying at the Britannia hotel and said noise was insane at 1am. Spoke to doorman who said venue licenced to play music until 3am. Tried calling the venue, no reply. On 4th Feb messages were left with the venue, The Britannia and the complainant none of which were returned. **(Appendix 21)**

6th February 2015 Loud music every weekend causing disturbance. Complainant sent log sheets in event of further problems. However premises currently closed for a refurbishment. Officer spoke to owner Ryan who had distanced himself from the venue but due to problems would take a more active role. Outside area not to be used for loud music after refurb. Issues explained to Ryan and lack of response from the venue. He is looking to rebuild relationship with the Council. A noise action plan is to be developed and sent for approval. **(Appendix 22)**. The noise plan from November 2013 was put back into place **(Appendix 11)**.

9th February 2015 Notification received to change the nominated Designated Premises Supervisor from Tadhg McGillicuddy to Sarah Emma Hughes.

23rd May 2015 Fly posting. A3 posters stuck on all traffic signals around ring road. Manager unaware of this. Advised that offence to fly post and that FPNs can be served. Manager stated that using a new promoter and posters to be removed asap. **(Appendix 23)**

13th July 2015 Unspecified noise from premises. Complainant moved into flat on Wednesday and on Friday the noise was so loud that the flat was shaking. Unable to sleep even with ear plugs and ended up driving to Morecambe overnight to stay with relatives. The complainant has ended his rental contract early. Complainant advised that EH is aware of noise and is working with the business to rectify the issues. **(Appendix 24)**

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 9:41

Request Numbers and Dates			
Request Ref	387885	Alternative Reference	
Date Received	25.09.2012	Target Resp Date	02.10.2012
Date of First Response	09.04.2013		
Date Closed	09.04.2013		

Request Codes			
Request Category	Noise Request	Request Type	Noise - Commercial

How Received Unit and Officers			
How Received	Referral from city direct		
Unit	Public Protection		
Receiving Officer	City Direct Customer Services	Investigating Officer	Mrs Jayne Freeman-Evans

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Service Request Complainant
Name	Mr Phillip Foster
Address	12 Cheviot Avenue Meltham Huddersfield W Yorks
Access Notes	
Phone	01484309657

<u>Details/Notepad</u>	

Details

Noise

Comments**Notepad**

Stayed Saturday night at Britannia hotel Wolverhampton. From 22.00hours to 02.10 hours there was extremely loud music from the Prince Albert pub opposite the hotel. The noise was such that any sleep was impossible. The hotel reception was contacted and asked if the council operated a noise pollution service and I was informed that they did not. The noise was so loud that I find it difficult to believe that this premises has not been reported before for excessive noise. Perhaps a visit to the hotel to provide details of your service 25/ 9/2012 10:36 A50 may be called for.

Discussed with Prince Albert

<u>IVA INFO</u>	
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VISIT DETAILS:-

Visit Type:- Date:- Officer:-

ASSOCIATED ACTION DETAILS:-

Action Undertaken:-

Actual Date of Action:-

Additional Comments/Text:-

Actioning Officer:-

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 9:59 AM

Request Numbers and Dates			
Request Ref	388150	Alternative Reference	
Date Received	26.09.2012	Target Resp Date	03.10.2012
Date of First Response	26.09.2012		
Date Closed	01.10.2012		

Request Codes			
Request Category	General Request	Request Type	Fly Posting

How Received Unit and Officers			
How Received	Other		
Unit	Food & Environmental Safety		
Receiving Officer	Mrs Jayne Freeman-Evans	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Service Request Complainant
Name	CLLR John Rowley
Address	Labour 28 Dudley Walk Blakenhall Wolverhampton WV4 5HD
Access Notes	

EMAIL	john.rowley@wolverhampton.gov.uk
Phone	01902 554013
Phone	01902 566340
Web Address	http://www.wolverhampton.gov.uk/links/labour_group.htm

Details/Notepad

Details

Fly Posting in town centre "Blow"

Comments

Notepad

Received a complaint from Cllr John Rowley that posters had been put up in the town centre advertising an event at the Prince Albert. Moz telephoned Richard Bourne who said that posters had been put up by the promoter for the event from Wolverhampton University and they had no knowledge that posters had been put up. Explained that as the Prince Albert would gain financially it is their responsibility to ensure that promoters comply with legislation. Richard said that he would contact promoter and tell him that if the posters were not removed immediately Prince Albert would cancel event. Jayne F-E and Sanna went over the town a short time later and all posters were gone. Moz has sent an advisory letter to Prince Albert and Richard Ryan Limited.
NFA

IVA INFO

VISIT DETAILS:-

Visit Type:- **Historic Actions** Date:- **01.10.2012** Officer:- **Miss Marise Astley**

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Actual Date of Action:- **01.10.2012**

Additional Comments/Text:-

Actioning Officer:- **Miss Marise Astley**

Regeneration Division
Service Request Summary Sheet

Report Created on 06/08/2015 at 12:36 PM

Request Numbers and Dates			
Request Ref	389143	Alternative Reference	
Date Received	17.10.2012	Target Resp Date	24.10.2012
Date of First Response	17.10.2012		
Date Closed	18.10.2012		

Request Codes			
Request Category	General Request	Request Type	Fly Posting

How Received Unit and Officers			
How Received	Other		
Unit	Food & Environmental Safety		
Receiving Officer	Mr Oliver Wassall	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Service Request Complainant
Name	CLLR John Reynolds
Address	Labour 38 St Judes Road West Whitmore Reans Wolverhampton WV6 0DA
Access Notes	

EMAIL	john.reynolds@wolverhampton.gov.uk
Mobile Phone	07771 836016
Phone	01902 555002
Phone	01902 771248
Web Address	www.wolverhamptonlabour.com

<u>Details/Notepad</u>	
<u>Details</u> Fly Posting "Haunted Hotel" Event (27/10/12)	
<u>Comments</u>	
<u>Notepad</u>	
<p>received a complaint from Cllr Rowley Posters advertsing Haunted Hotel Haloween Event found in Phone Box in Dudley Street. c10 Telephoned Richard Bourne he said that as far as he was aware posters only put inside shops Toni & Guy, Diffusion and Kebab shop. Leaflets have been distributed but they have a valid permit.</p> <p>Warning letter to be sent. See attached.</p>	

<u>IVA INFO</u>	
<u>VISIT DETAILS:-</u> Visit Type:- Historic Actions Date:- 17.10.2012 Officer:- Miss Marise Astley	
<u>ASSOCIATED ACTION DETAILS:-</u>	
Action Undertaken:- Actual Date of Action:- 17.10.2012	
Additional Comments/Text:- Actioning Officer:- Miss Marise Astley	

Marise Astley Compliance Officer
01902 554315
01902 554329
foodandsafety@wolverhampton.gov.uk
01902 555969

Richard Ryan Limited
20 Market Street
Stourbridge
West Midlands
DY8 1AG

FES/MA/389143

18th October 2012

FORMAL WARNING

Dear Sirs

UNAUTHORISED DISPLAY OF ADVERTISEMENTS

The Town and Country Planning Act 1990 - Section 224

The Town and Country Planning (Control of Advertisements) Regulations 1992, Regulations 5 and 27

Advertisement Details: The Haunted Hotel Party, Saturday 27th October 2012.

Prince Albert, Railway Street, Wolverhampton WV11 1LG

Location:

Telephone Box, Dudley Street, Town Centre, Wolverhampton

A recent survey of the above mentioned location has revealed that the advertisement referred to is being illegally displayed. The advertisement does not benefit from deemed consent under Regulation 6 of the Town and Country Planning (control of Advertisements) Regulations 1992 and consequently requires consent from the City Council for its display.

The unauthorised display of advertisements is an offence under section 224 of the Town and Country Planning Act 1990, and Town and Country Planning (Control of Advertisements) Regulations 5 and 27. Any person found guilty of such an offence is liable to a fine not exceeding £1,000 on conviction, if the advertisement continues to be displayed after a conviction, a fine; not exceeding £100 will be given for each day the advertisement continues to be displayed.

Illegal advertising is referred to as 'fly posting' and is as stated a criminal offence, for which you may receive a fixed penalty fine for each poster, or be prosecuted in the magistrate's court.

Cont...

On this occasion please regard this letter as a formal warning that you have committed an offence. Wolverhampton City Council has recorded this offence and it will be taken into account should a further offence become apparent.

If you wish to discuss this matter further I can be contacted on the above telephone number.

Yours faithfully,



Marise Astley
Compliance Officer
Environmental Health (Commercial)
01902 554315

A copy of this letter has also been sent to:

Richard Ryan Limited
The Prince Albert
Railway Street
Wolverhampton
WV11 1LG

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:00 AM

Request Numbers and Dates			
Request Ref	392313	Alternative Reference	
Date Received	15.12.2012	Target Resp Date	22.12.2012
Date of First Response	15.12.2012		
Date Closed	15.12.2012		

Request Codes			
Request Category	Noise Request	Request Type	Noise - Music/TV

How Received Unit and Officers			
How Received	Emergency Out of Hours		
Unit	Public Protection		
Receiving Officer	Mr Rob Allen	Investigating Officer	Mr Rob Allen

Details of Persons Complained Against	
Name	Prince Albert Prince Albert
Address	
Ward	

Client Details	
Type	Service Request Complainant
Name	Ms Kelly Davies
Address	Chambers Student Accommodation Short Street City Centre Wolverhampton WV1 1EX
Access Notes	

Phone	07807141719
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Details/Notepad	
Details Loud music from PRINCE ALBERT	
Comments	
Notepad KELLY DAVIES WAS CALLED AR1.40 , NO ANSWER. MESSAGE LEFT, NO REPLY. nfa 19/12/2012 17:34 A50	

IVA INFO	
VISIT DETAILS:- Visit Type:- Date:- Officer:-	
ASSOCIATED ACTION DETAILS:- Action Undertaken:- Actual Date of Action:- Additional Comments/Text:- Actioning Officer:-	

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:00 AM

Request Numbers and Dates			
Request Ref	401829	Alternative Reference	
Date Received	30.06.2013	Target Resp Date	07.07.2013
Date of First Response	30.06.2013		
Date Closed	30.06.2013		

Request Codes			
Request Category	Noise Request	Request Type	Noise - Commercial

How Received Unit and Officers			
How Received	Emergency Out of Hours		
Unit	Public Protection		
Receiving Officer	Mr Dom Sian	Investigating Officer	Mr Dom Sian

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Service Request Complainant
Name	Ms Kelly Davis
Address	Chambers 51 Lichfield Street City Centre Wolverhampton WV1 1EQ
Access Notes	

Mobile Phone	07807 141719
Phone	0787141719???

<u>Details/Notepad</u>	
<u>Details</u> Complaint of loud music from patio area/beer garden at the	
<u>Comments</u>	
<u>Notepad</u> Prince albert PH. Will go on to the early hours. Phone numbers are 07807 141719 or 07801 141719. 17.15 Rang Kelly daniels - no reply. Left message on answer phone to call if still having problems with loud music. 4/ 7/2013 14:02 A21	

<u>IVA INFO</u>	
<u>VISIT DETAILS:-</u> Visit Type:- Date:- Officer:-	
<u>ASSOCIATED ACTION DETAILS:-</u> Action Undertaken:- Actual Date of Action:- Additional Comments/Text:- Actioning Officer:-	

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:00 AM

Request Numbers and Dates			
Request Ref	401487	Alternative Reference	
Date Received	30.06.2013	Target Resp Date	07.07.2013
Date of First Response	03.07.2013		
Date Closed	19.07.2013		

Request Codes			
Request Category	Noise Request	Request Type	Noise - Domestic - Other

How Received Unit and Officers			
How Received	Email		
Unit	Food & Environmental Safety		
Receiving Officer	Mrs Gillian Everall	Investigating Officer	Mrs Jayne Freeman-Evans

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Service Request Complainant
Name	Mr Mark Spinks
Address	26 Broad Gauge Way City Centre Wolverhampton WV10 0AX
Access Notes	
Phone	07568 363802

APPENDIX 7

Details/Notepad

Details

Noise see text

Comments

Notepad

Name:

Mark Spinks

Phone Number:

07568363802

Address:

26

Broad Guage Way

Low Level Station

Wolverhampton

West Midlands

WV10 0AX

Enquiry:

Please can I be contacted regarding a noise nuisance.

1/ 7/2013 8:37 A50

The complaint is regarding noise from The Prince Albert. The premises held a TEN which involved music outdoors on 30/06/2013.

JFE tried to call COMP. No response from him to date.

8/ 7/2013 9:50 F53

16/7/13 spoke with mr Spinks - noise from neighbours and railway - referred to PP.

IVA INFO

VISIT DETAILS:-

Visit Type:- Date:- Officer:-

ASSOCIATED ACTION DETAILS:-

Action Undertaken:-

Actual Date of Action:-

Additional Comments/Text:-

Actioning Officer:-



Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:01 AM

Request Numbers and Dates			
Request Ref	403357	Alternative Reference	
Date Received	13.07.2013	Target Resp Date	20.07.2013
Date of First Response	13.07.2013		
Date Closed	13.07.2013		

Request Codes			
Request Category	Noise Request	Request Type	Noise - Commercial

How Received Unit and Officers			
How Received	Emergency Out of Hours		
Unit	Public Protection		
Receiving Officer	Mr Rob Allen	Investigating Officer	Mr Rob Allen

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Service Request Complainant
Name	Mr. Athwal
Address	Taxi Rank Street Record Chubb Street City Centre Wolverhampton WV1
Access Notes	

10/08/15

Mobile Phone	07946 212213
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<u>Details/Notepad</u>	
<u>Details</u> Very loud music from the Prince Albert PH. Complaint from taxis	
<u>Comments</u>	
<u>Notepad</u> in Chubb Street. 19.00 Rang mr. Athwal 3 times - kept on disconnecting telephoned. No further action. 25/ 7/2013 16:21 A21	

<u>IVA INFO</u>	
<u>VISIT DETAILS:-</u> Visit Type:- Date:- Officer:-	
<u>ASSOCIATED ACTION DETAILS:-</u> Action Undertaken:- Actual Date of Action:- Additional Comments/Text:- Actioning Officer:-	

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:01 AM

Request Numbers and Dates			
Request Ref	404382	Alternative Reference	
Date Received	02.08.2013	Target Resp Date	09.08.2013
Date of First Response	03.08.2013		
Date Closed	03.08.2013		

Request Codes			
Request Category	Noise Request	Request Type	Noise - Commercial

How Received Unit and Officers			
How Received	Emergency Out of Hours		
Unit	Public Protection		
Receiving Officer		Investigating Officer	

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Service Request Complainant
Name	Mrs Jayne Freeman-Evans
Address	Wolverhampton City Council Civic Centre St Peters Square City Centre Wolverhampton WV1 1DA
Access Notes	

EMAIL	environmentalhealth@wolverhampton.gov.uk
FAX No.	01902 554329
Phone	01902 554340

<u>Details/Notepad</u>	
<p><u>Details</u> Visited Prince Albert at 18.58 all music levels acceptable and</p> <p><u>Comments</u></p> <p><u>Notepad</u> just gave general advice. 8/ 8/2013 11:58 A21</p>	

<u>IVA INFO</u>	
<p><u>VISIT DETAILS:-</u> Visit Type:- Date:- Officer:-</p> <p><u>ASSOCIATED ACTION DETAILS:-</u> Action Undertaken:- Actual Date of Action:- Additional Comments/Text:- Actioning Officer:-</p>	

- 2) Plastic or polycarbonate glasses only to be used for the consumption of beverages whilst in any of the outside areas. No glasses or glass bottles/containers to be permitted under any circumstances in this area, either by staff or customers.
- 3) The premises will be equipped with an ID Scanner which will be utilised as part of the entry requirements for patrons. All patrons to be scanned on first visit. Any patrons refusing to have ID scanned will not be permitted into the venue. Any information stored within the ID Scanner must be made available to any member of a Responsible Authority upon request, or least within 12 hours of request.
- 4) Door supervisors deployed in the Arena area must wear high visibility attire consisting of at least a fluorescent tabard/jacket so that they are easily identified as security staff. Overt wearing of SIA certificates only is not sufficient.
- 5) The capacity level of the Arena area must not exceed the number detailed within the risk assessment for each specific event. Door supervisors deployed in this section must operate clickers to ensure that this level is not exceeded.
- 6) All patrons entering the Arena area will be subject of a search by door supervisors. Any person refusing to be searched will not be permitted in the Arena area.
- 7) The outside area must be covered by CCTV with the following stipulation:
 - CCTV should cover entry and exit points of the Arena area and all areas where alcohol/money is served/taken and all areas to where public have access and the immediate vicinity outside the premise.
 - Images / recordings to be downloaded in a suitable format and provided to any member of a Responsible Authority upon request and without any undue delay.
 - Images and recordings must be of evidential quality, must indicate the correct time and date and be kept for at least 31 days.
 - All staff to be trained to use the CCTV system and at least one member of staff to be on duty who is trained to download the systems images should any member of a Responsible Authority make a request.

Conditions agreed between Environmental Health (Commercial) and the Premises Licence Holder

The following conditions will only apply to the outside part of the venue, to be called 'The Arena':

- 1) Noise/vibration will not emanate from the premises to cause at nuisance at the closest sensitive property.
- 2) Compliance with the noise plan submitted on 21 November 2013 will be set as conditions of your operating schedule.
- 3) All doors and windows in the Prince Albert building must remain closed when regulated entertainment takes place, except to allow for access and egress.
- 4) No licensable activity will take place outdoors on a Monday to Thursday except on all Bank Holidays (including bank Holiday Mondays), Valentine's Day, Easter Monday, Halloween, Bonfire night, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day.
- 5) All recorded and Live music will be reduced after 0100 hours. Sound limiter equipment must be used on all sound producing equipment used at all events to ensure noise and

vibration from the licensable activities does not cause a nuisance at the closest sensitivity properties.

- 6) All recorded and live music in the outside area will terminate at 0200 hours with the exception of any background entertainment and a maximum of two outdoor events in the arena area per calendar month.
- 7) Regular patrols, by a responsible person, will be undertaken of the surrounding area of the external area of the premises to ensure that the entertainment at the premises or noise from patrons outside the premises is at a level not to cause a nuisance to residents living in the vicinity of the premises. Patrols will be undertaken at least twice each day/night regulated entertainment takes place.
- 8) Should the DPS or Premises licence holder be notified of any justified noise complaints action must be taken immediately to reduce the level of music and or vibration to the satisfaction of the investigating Officer.
- 9) The surface of the lower arena area will be resurfaced prior to are being used, so as to provide a sound, safe, even surface for patrons

Further to the above specific conditions the following recommendations are made:

The same sound producing system is used to provide all regulated entertainment.

Speakers in the arena area are directed towards the Prince Albert building to reduce noise and vibration levels emanating from events.

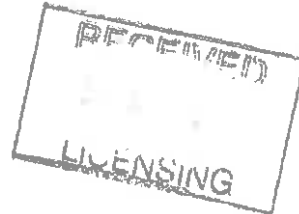
Plans

As submitted with application dated 09/11/2011 (Indoor) and 11/10/2013 (Outdoor) and retained by Wolverhampton City Council

→ file Prince Albert



Noise Plan



Introduction

The Prince Albert has been working closely with Environmental Health, local residents and businesses over the past 6 months producing the perfect sound levels to avoid being a nuisance to the surrounding businesses and residents. We believe that we have the perfect management system, which controls sound levels to avert creating a disturbance.

General Weekend Nights

At weekends we would like to have Dj's on the terrace playing smooth terrace style background music at a low level. Between the hours of 11pm and 4am noise levels will be gradually reduced from 65DB to 55DB by our professional sound engineers (55Db is below general conversation level). Between the hours of 2am and 4am mellow music will be played to further reduce noise levels (N.B when events are held in the events arena no music is played on the terrace).

Events In The Arena (Car Park)

The car park has been transformed in to an events arena where live bands, acts and DJs can perform with a festival feel. This addition to the business has been a huge success over the last six months and all events in the new area have been held under temporary event notices.

Between the hours of 11pm and 4am noise levels will be gradually reduced from 95DB down to 65DB. Between the hours of 2am and 4am mellow music will be played to further reduce noise levels. (N.B when events are held in the events arena no music is played on the terrace).

Sound Equipment

For all outdoor music events, specialist sound equipment is hired with digital amplifiers which are locked away in a management office, only accessed with a secure code by our professional sound engineers.

All sound systems are carefully positioned so that sound travel is reduced. A large perimeter wall, which contains a large percentage of the sound, surrounds the Prince Albert; outside of the perimeter wall sound level is greatly reduced.

Monitoring

Specialist sound monitoring equipment is hired and monitored continuously throughout each event from the management office to ensure all noise plan levels are maintained.

Before and during the event, sound levels are checked by sending an engineer to stand with a sound monitoring device at the nearest businesses and local residential properties. This device then sends sound level readings back to the equipment in the management office to be checked by engineers, again this insures that noise plan levels are maintained.

Any noise levels reading above the planned noise levels during an event are immediately turned down by sound engineers in the office.

Sound Engineers

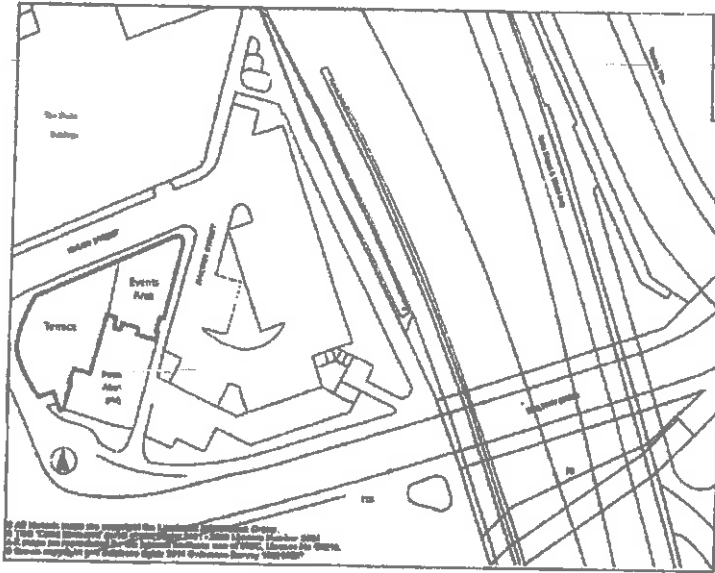
We employ 2 full time sound engineers for the sole purpose of monitoring outdoor music to maintain sound levels as per venue noise plan.

Sound Checks

Prior to doors opening at any Prince Albert event all sound monitoring equipment is tested and calibrated to ensure full working order. Amplifier levels are set and noise recordings from inside the events area, terrace, just outside the venue perimeter and the nearest businesses and residential properties are read to ensure all levels are correct as per noise plan.

Conclusion

After the success of the Events Arena over the last 6 months it has become apparent just how important a part the new area plays in bringing international bands and artists to The Prince Albert. It is vital to the business that acceptable noise levels are continually maintained by noise engineers in line with the noise level plan to ensure that any outdoor music licenses are not revoked should they be granted. In turn this will allow The Prince Albert to grow and continue bringing new music the City of Wolverhampton.



Wolverhampton
City Council

KEY

□ Outdoor space where we would like the licensable activities to be exercised. This area is contained by walls and fences.

Wolverhampton City Council
Asset Management
Event Centre
2000 Square
Wolverhampton
WV1 1LJ

Plan Produced
31/03/11
Ref: 1021

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Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:02 AM

Request Numbers and Dates			
Request Ref	13/03541/NOCOM	Alternative Reference	E310940
Date Received	02.12.2013	Target Resp Date	09.12.2013
Date of First Response	03.12.2013		
Date Closed	03.12.2013		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Referral from city direct		
Unit	Commercial TS City Wide		
Receiving Officer	Mrs Balbir Ladher	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	The Prince Albert
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Jo Dearnaley
Address	
Access Notes	
EMAIL	jowolvo@gmail.com

Client Details	
Type	Member of public
Name	Ms Caroline Boucher
Address	
Access Notes	
EMAIL	cazboucher19@yahoo.co.uk

Client Details	
Type	
Name	
Address	
Access Notes	

<u>Details/Notepad</u>
<p>Details Loud noise</p> <p>Comments Enquiry ID: 310940 Enquiry Details: E-Mail received at City Direct on 01/12/2013: Hi I wish to make a complaint about a late night event, I live in the far end of albion st, Wolverhampton. Have done so for 4 1/2 years and never heard a noise like tonight. The prince Albert pub, railway st are running an outdoor event that at 1:30 am is so loud I cannot get to sleep, this is due to end at 5am. The event has numerous djs across outdoor marquees all night-I'm pretty sure no one in the Britannia hotel, student halls or anyone living nearby will sleep until this ends. I would like to make this an official complaint against The Prince Albert. I am angry that someone at the council has obviously given permission for this to go ahead. Despite popular belief, there are working people who need sleep before 5am who reside in the city! I myself being one of them. I have looked at the prince Albert facebook page that states a similar event on new years eve- using the same two outdoor marquees. How can this be allowed? The pub is already Email received at City Direct 29/11/2013</p> <p>Notepad</p>

<u>IVA INFO</u>

VISIT DETAILS:-

Visit Type:- Noise - Commercial Date:- 03.12.2013 Officer:- Miss Marise Astley

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Email Actual Date of Action:- 03.12.2013

Additional Comments/Text:- E-mail sent to complainant advising no other complaints re noise. tel number for OOH provided.

Actioning Officer:- Miss Marise Astley

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Visit/Inspection Actual Date of Action:- 03.12.2013

Additional Comments/Text:- Visit made to Britannia Hotel - Spoke to Manager Cath Hyde No noise complaints received from residents.

Actioning Officer:- Miss Marise Astley

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:02 AM

Request Numbers and Dates			
Request Ref	14/00357/NOCOM	Alternative Reference	
Date Received	02.12.2013	Target Resp Date	09.12.2013
Date of First Response			
Date Closed	08.01.2014		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Referral from city direct		
Unit	Commercial TS City Wide		
Receiving Officer	Mrs Gillian Everall	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Ms Caroline Boucher
Address	
Access Notes	
EMAIL	cazboucher19@yahoo.co.uk

Details/Notepad

Details

Noise at Prince Albert P.H

Comments

Noise at Prince Albert Pub

Enquiry ID: 311026

Enquiry Details:

Email received at City Direct 29/11/2013

Hello there,

I feel I have no choice but to complain about the volume of the music being played at The Prince Albert bar this (Friday 29th November) evening. We live the other side of the train station, at Broad Gauge Way, and we have fully closed, double glazed windows, yet we can still hear the music clearly. I wouldn't mind, but I have a 12 week old baby and I feel it is at an anti-social volume. I appreciate that a venue needs music of a weekend evening, but I wondered if they were perhaps leaving their doors open, or even playing music in their outdoor area? I don't know whether any extra sound-proofing of the building can be done perhaps, but I would greatly appreciate you looking into the matter

Notepad

IVA INFO

VISIT DETAILS:-

Visit Type:- Noise - Commercial Date:- Officer:- Miss Marise Astley

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Email

Actual Date of Action:- 08.01.2014

Additional Comments/Text:- Original complaint attached to EHC13/03541/NOCOM - not found till 8/1/14.

E-mail sent to complainant.

No further action.

Actioning Officer:- Miss Marise Astley

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 11:07 AM

Request Numbers and Dates			
Request Ref	14/00233/NOCOM	Alternative Reference	E318273
Date Received	06.01.2014	Target Resp Date	13.01.2014
Date of First Response			
Date Closed	08.01.2014		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Referral from city direct		
Unit	Commercial TS City Wide		
Receiving Officer	Mrs Gillian Everall	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Mr Kevin Duell
Address	3 Albion Street Wolverhampton West Midlands WV1 3EB
Access Notes	8/1/14 tell call to Complainant. No reply - left message asking him to MA.

Phone

07894123470.

Details/Notepad

Details

Noise from Prince Albert pub

Comments

Enquiry ID: 318273

Enquiry Details:

Email Received: 04/01/2014:

Hi I have a complaint about a local club. I believe its the prince Albert club near the train station in the city centre. They very often make a lot of noise most weekends and some week nights. This can carry on till 4am some nights. I live on albion street at number 3 and it is clearly audible and disturbs mine and my girlfriends sleep. I also work weekends meaning it can affect my job. I hope you are able to do something about this. If you need to contact me either email back or call me on 07894123470.

Regards Kevin Duell

8/1/14 - MA telephoned Mr Duell - no reply - left message requesting contact.

8/1/14 Complainant returned call. May not be Prince Albert as they are not open during week and close at 2.30 weekends.

8/1/14 E-mail sent to Complainant.

Closed.

Notepad

IVA INFO

VISIT DETAILS:-

Visit Type:- Noise - Commercial Date:- Officer:- Miss Marise Astley

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Email

Actual Date of Action:- 08.01.2014

Additional Comments/Text:- Following on from telephone call from complainant it was established that Prince Albert may not be the cause of the problem as they are not open during the week and close at 2.30am at weekends..

E- Mail to complainant.

Actioning Officer:- Miss Marise Astley

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Telephone Call

Actual Date of Action:- 08.01.2014

Additional Comments/Text:- 8/1/14 Tell call to Complainant - no reply - left message asking him to contact me.

Actioning Officer:- Miss Marise Astley

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:02 AM

Request Numbers and Dates			
Request Ref	14/07644/NOCOM	Alternative Reference	E362991
Date Received	05.06.2014	Target Resp Date	12.06.2014
Date of First Response	09.06.2014		
Date Closed	04.07.2014		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Referral from city direct		
Unit	Commercial TS City Wide		
Receiving Officer	Mrs Gillian Everall	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Ms Jo Dearnaley
Address	
Access Notes	
EMAIL	jowolvo@gmail.com

Details/Notepad

Details

Noise pubs

Comments

Enquiry ID: 362991

Enquiry Details:

Following email received on 2.6.14:

Further to my complaint December 1st to which I received no further contact from yourselves, I wish to follow up with another complaint.

Last night, the Prince Albert had a club night with very loud music inside and out and this went on until 2am. On a SUNDAY!! Why has the council granted a license to allow such an antisocial event?! When is the next council license review of this venue?

I could hear loud music and dj noise until 2am and this left me stressed out and I had no sleep. I've subsequently had to phone in sick at work. I cannot do this every time the prince Albert have a late night outside event.

Since I last complained there have been countless events that have disturbed my sleep and these have fell on Saturdays or Fridays. This isn't as bad as at least I can sleep on a Sunday and I'm in the process now of buying my own property that will enable me to move away from the city. The prince Albert has been a key factor in my move.

Please can you consider their license- i'd suggest no outdoor dj nights in the marquee outside on a Sunday.

Please get back to me with investigation findings.

Notepad

IVA INFO

VISIT DETAILS:-

Visit Type:- Noise - Commercial Date:- 09.06.2014 Officer:- Miss Marise Astley

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Email Actual Date of Action:- 09.06.2014

Additional Comments/Text:- Received e-mail from Jo Dearnaley regarding noise from Prince Albert. Jo complained previously on 1st December 2013 (See IDOX complaint ref 13/03541/NOCOM and accompanying e-mail).

No contact address or telephone number was provided. MA responded via e-mail requesting if disturbed in future to contact OOH to corroborate matters.

Most recent complaint dated 05/06/14 also did not have an address or contact telephone number. MA attached previous e-mail and again requested she call OOH or telephone to discuss matters personally.

Complainant may be associated to Faith Shannon who also makes complaints regarding noise from the Prince Albert. She also does not provide any contact other than a postcode WV1 3EG

04/07/14 No response to e-mail. Believe these complaints may be spurious - No further action will be taken without independent evidence.

CLOSED

Actioning Officer:- Miss Marise Astley

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:03 AM

Request Numbers and Dates			
Request Ref	14/08691/NOCOM	Alternative Reference	
Date Received	24.06.2014	Target Resp Date	01.07.2014
Date of First Response	25.06.2014		
Date Closed	25.06.2014		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Reception		
Unit	Commercial TS City Wide		
Receiving Officer	Mrs Gillian Everall	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Mrs E Brown
Address	
Access Notes	
Phone	07738 76599

<u>Details/Notepad</u>	
<u>Details</u> Noise at P.H	
<u>Comments</u> Saturday - arrived to have meal with disabled mother and asked for the music to be turned down. Outside event team then turned music up. Mrs Brown said she had to leave the bistro and return home	
<u>Notepad</u>	

<u>IVA INFO</u>	
<u>VISIT DETAILS:-</u> Visit Type:- Administration/Office Work Date:- 25.06.2014 Officer:- Miss Marise Astley	
<u>ASSOCIATED ACTION DETAILS:-</u> Action Undertaken:- Telephone Actual Date of Action:- 25.06.2014	
Additional Comments/Text:- No address provided for Mrs E Brown and telephone number has insufficient digits. Telephoned owner of Hungry Bistro and he confirmed that he contacted Prince Albert 3 times on Saturday regarding loud music from outdoor event. He confirmed that one of his customers was a lady with an elderly disabled mother who left without eating as noise was so loud. He also said that he had a number of staff in from the Grand Theatre who were also complaining. No TEN was received for this event between 14:00-18:00. Gave Manager the out of hours number and asked him to contact them if any noise issues this weekend. Have arranged to speak to visit new Manager Manjit on Tuesday with Sarah Stiles to discuss a few issues. E-mail sent to OOH officers asking them to check noise levels at prince Albert this weekend. Closed Actioning Officer:- Miss Marise Astley	

Marise Astley
01902 558348
01902 554329
foodandsafety@wolverhampton.gov.uk

Mr Manjit Bhella
50 Wynn Road
Penn
Wolverhampton
WV4 4AL

FES/MA
27th June 2014

Dear Mr Bhella,

Licensing Act 2003
Notice of Objection to Temporary Event Notice
(5th-6th July 2014) 14:00hrs -18:00hrs
The Prince Albert, Railway Street, Wolverhampton WV1 1LG

On behalf of Environmental Health (Commercial) I would like to object to the above Temporary Event at The Prince Albert, Railway Street, Wolverhampton, WV1 1LG having regard to the Licensing Objective of the Prevention of Public Nuisance.

The application is for an outdoor music event at the Prince Albert, Railway Street, Wolverhampton on 5th and 6th July 2012 for the hours detailed above. The event will comprise of a discotheque and DJ's, an outside bar and refreshments.

This Service has received a number of complaints from businesses in close proximity to the premises, when external Regulated Entertainment of a similar nature, has taken place at the premises on previous occasions.

Having regards to these complaints, and the close proximity of the businesses to the external area of the premises it is regarded that the external regulated entertainment will cause an unacceptable level of nuisance.

I can confirm a copy of this notice has been served on the Licensing Authority of Wolverhampton City Council.

Should you require any further information please do not hesitate to contact me.

Yours faithfully,

Marise Astley
Compliance Officer
Environmental Health (Commercial)

Regeneration Division
Service Request Summary Sheet

Report Created on 05/08/2015 at 10:26 AM

Request Numbers and Dates			
Request Ref	14/10636/MISCEL	Alternative Reference	
Date Received	07.08.2014	Target Resp Date	14.08.2014
Date of First Response	07.08.2014		
Date Closed	08.08.2014		

Request Codes			
Request Category	General Request	Request Type	Miscellaneous

How Received Unit and Officers			
How Received	Telephone		
Unit	Commercial TS City Wide		
Receiving Officer	Mrs Alison Stephens	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	The Prince Albert
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton West Midlands WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Paul Robinson
Address	Not Provided
Access Notes	
Mobile Phone	07939 434658

<u>Details/Notepad</u>	
<u>Details</u> Helium/Nitrous Oxide Balloons Being Sold on Premises	
<u>Comments</u>	
<u>Notepad</u>	

<u>IVA INFO</u>	
<u>VISIT DETAILS:-</u> Visit Type:- Administration/Office Work Date:- 07.08.2014 Officer:- Miss Marise Astley	
<u>ASSOCIATED ACTION DETAILS:-</u>	
Action Undertaken:- Telephone	Actual Date of Action:- 07.08.2014
Additional Comments/Text:- Mr Robinson wanted to complain that his 19 year old daughter attended an event at the Prince Albert on Saturday 2/8/14. While she was there she purchased a helium balloon which she was encouraged to inhale. Mr Robinson wanted to report incident as he had concerns re health and safety.	
07/08/14 - MA attempted to speak to Mr Robinson on a number of occasions, on the telephone number provided to establish facts and as to whether it was helium or nitrous oxide. No reply from Mr Robinson and no response to the two voicemail messages MA left.	
MA spoke to Lisa Davies at Police Licensing - she was unaware of event at PA and that helium/NOX balloons were being sold. She advised that although not illegal Wolverhampton had a zero tolerance to the sale of such items at venues- although she was aware that independent traders often turned up to sell. Lisa also advised that the manager Manjit had been sacked on 5/8/14 and a new manager Sarah was taking over as of Tuesday 5/8/14. Prince Albert are having event this Saturday 9/8/14 and then closing down for two weeks for refurbishment with Sarah as new manager. MA has asked that police visit PA this weekend to check all ok.	
MA spoke to Ryan McGillicuddy, owner of PA. He was unaware that balloons being sold. Confirmed Manjit sacked and Sarah now new manager. Also confirmed that PA is to close and refurbished and will be rebranded with strict dress code and staff uniforms.	
08/08/14 MA telephoned Mr Robinson again - no reply.	
Closed Actioning Officer:- Miss Marise Astley	

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:03 AM

Request Numbers and Dates			
Request Ref	14/11961/FLYPOS	Alternative Reference	
Date Received	12.09.2014	Target Resp Date	19.09.2014
Date of First Response	10.09.2014		
Date Closed	15.09.2014		

Request Codes			
Request Category	General Request	Request Type	Fly Posting

How Received Unit and Officers			
How Received	Officer of the Council		
Unit	Commercial TS City Wide		
Receiving Officer	Miss Marise Astley	Investigating Officer	Miss Marise Astley

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton WV1 1LG
Ward	St Peters

Client Details	
Type	
Name	
Address	
Access Notes	

<u>Details/Notepad</u>	
<u>Details</u> Fly Posting Funkshun Event 27th Sep 2014	
<u>Comments</u>	
<u>Notepad</u>	

<u>IVA INFO</u>	
<u>VISIT DETAILS:-</u> Visit Type:- Administration/Office Work Date:- 10.09.2014 Officer:- Miss Marise Astley	
<u>ASSOCIATED ACTION DETAILS:-</u>	
Action Undertaken:- Provide Advice Actual Date of Action:- 12.09.2014	
Additional Comments/Text:- A number of Officers of the Council reported seeing posters advertising a "Funkshun" event to be held at the Prince Albert on 27th September 2014. MA - telephoned Sarah the Manager at Prince Albert and advised. She said that she knew nothing about the posters being put up and would contact the promotor to have them removed. She said that the promotor was the cousin of Ryan McGillicuddy.	
11/9/14 All Posters removed.	
15/9/14 Warning letters sent to Richard Ryan Limited. Copies to Sarah Hughes, Manager and Tadhg McGillicuddy.	
Closed Actioning Officer:- Miss Marise Astley	

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 11:11 AM

Request Numbers and Dates			
Request Ref	14/13303/NOCOM	Alternative Reference	
Date Received	24.11.2014	Target Resp Date	01.12.2014
Date of First Response	23.11.2014		
Date Closed	02.02.2015		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Telephone		
Unit	Commercial South		
Receiving Officer	Ms Sarah Stiles	Investigating Officer	Ms Sarah Stiles

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton West Midlands WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Jenny Higginson
Address	28 Beech Road WV14 6QF
Access Notes	
Mobile Phone	07921 131549 01902 831835

Details/Notepad

Details

Loud low frequency noise audible 1am, woke up son. Music appears to be from city centre premises early house Sun 23.11

Comments

Notepad

IVA INFO

VISIT DETAILS:-

Visit Type:- Licensing Enforcement Date:- 04.12.2014 Officer:- Ms Sarah Stiles

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Provide advice Actual Date of Action:- 04.12.2014

Additional Comments/Text:- 4.12.14 Installed noise monitoring equipment.

8.12.14 TEL C nothing audible heard this weekend.

15.12.14 TEL C was slightly audible in garden of C, Matron switched on however C dubious as to whether it will have picked up any noise.

17.12.15 Matron collected - listened through it, no noise issues identified.

Advised C NFA

Actioning Officer:- Ms Sarah Stiles

VISIT DETAILS:-

Visit Type:- Administration/Office Work Date:- 01.12.2014 Officer:- Ms Sarah Stiles

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Provide Advice Actual Date of Action:- 01.12.2014

Additional Comments/Text:- 1.12.14 TEL from C who said noise was terrible until 1am when she put her ear plugs in and went to sleep. C alledging noise audible from inside her house, advised need to prove stat nuisance thus may need to install noise monitoring equipment which C was ok with.

Actioning Officer:- Ms Sarah Stiles

VISIT DETAILS:-

Visit Type:- Licensing Enforcement Date:- 29.11.2014 Officer:- Ms Sarah Stiles

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Provide advice

Actual Date of Action:- 29.11.2014

Additional Comments/Text:- 29.11.14 Visited C could barely hear noise however could determine slight low frequency noise in street.

Drove to another location (Westfield Road) and could clearly hear music.

Phoned Jo Till who went to Prince Albert - could hear same beat from PA as was able to hear from rear of Bilston College.

Actioning Officer:- Ms Sarah Stiles

VISIT DETAILS:-

Visit Type:- Administration/Office Work Date:- 23.11.2014 Officer:- Ms Sarah Stiles

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Telephone

Actual Date of Action:- 23.11.2014

Additional Comments/Text:- 23.11.14

TEL from C who has again been disturbed by noise emanating from the City Centre:

Log sheets sent, advised would be visiting at weekend to investigate.

Actioning Officer:- Ms Sarah Stiles

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 11:11 AM

Request Numbers and Dates			
Request Ref	15/00650/NOCOM	Alternative Reference	E443191
Date Received	02.02.2015	Target Resp Date	09.02.2015
Date of First Response	04.02.2015		
Date Closed	03.03.2015		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Referral from city direct		
Unit	Commercial South		
Receiving Officer	Miss Lisa Pardoe	Investigating Officer	Ms Sarah Stiles

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton West Midlands WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Miss Kimberley Blake
Address	Not Provided
Access Notes	
EMAIL	skyabovetheroof@gmail.com
Mobile Phone	+44(0) 7595 703 931

Details/Notepad

Details

Loud music from speakers outside venue

Comments

Enquiry ID: 443191

Enquiry Details:

email at cd 01/02/15:

I am staying in the Britannia Hotel opposite the Prince Albert Bar. The noise coming from speakers OUTSIDE the bar venue is absolutely insane. This is at 1am. I went to ask the doorman who informed me it was a licensed venue and that the music would continue until 3am. I cannot believe these decibels are acceptable at this time and SO loudly. It's crazy. The bass is thumping through a closed window one street away from the venue!

Please can this be solved. The hotel tried to call the venue but to no reply.

KIMBERLY BLAKE

+44(0) 7595 703 931

Notepad

IVA INFO

VISIT DETAILS:-

Visit Type:- Administration/Office Work Date:- 04.02.2015 Officer:- Ms Sarah Stiles

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Telephone

Actual Date of Action:- 04.02.2015

Additional Comments/Text:- 4.2.15 TML with complainant, Prince Albert - Sarah, and Britannia

No contact back from any party - NFA

Actioning Officer:- Ms Sarah Stiles

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 11:12 AM

Request Numbers and Dates			
Request Ref	15/00768/NOCOM	Alternative Reference	
Date Received	06.02.2015	Target Resp Date	13.02.2015
Date of First Response	05.02.2015		
Date Closed	27.03.2015		

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Telephone		
Unit	Commercial South		
Receiving Officer	Ms Sarah Stiles	Investigating Officer	Ms Sarah Stiles

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton West Midlands WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Mark Spinks
Address	26 Broad Gauge Way Wolverhampton Wv10 0AX
Access Notes	
	07568 363802

Details/Notepad

Details

Loud music every weekend causing disturbance.

Comments

Notepad

IVA INFO

VISIT DETAILS:-

Visit Type:- Administration/Office Work Date:- 05.02.2015 Officer:- Ms Sarah Stiles

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Telephone

Actual Date of Action:- 06.02.2015

Additional Comments/Text:- 5.2.15 Following a message being left on Mirabels phone concerning a complaint he'd alluded to a while ago, ME called C and left message, however to be dealt with by SS as dealing with other ongoing issues.

9.2.15 TEL C explained options available - stat nuisance, public review of licence or LA review. Advised premises closed for re-launch by which time I wanted a noise action plan to be in place. Sent log sheets in the event there are problems.

TEL from Ryan he had distanced himself from the venue however since their problems is looking at taking a more active role. Vision is that the terrace will only be used for background / chill out music, with the occasional event. I asked to be informed in advance of any events on terrace so that we can monitor levels. Explained issues in relation to Britannia and lack of response from venue, Ryan to re-build relationship and give his number as a point of contact.

Noise action plan to be developed and sent for approval.

NaP sent

Venue re-opened - no further issues reported - NFA

Actioning Officer:- Ms Sarah Stiles

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:05 AM

Request Numbers and Dates			
Request Ref	15/03226/FLYPOS	Alternative Reference	E476589
Date Received	23.05.2015	Target Resp Date	29.05.2015
Date of First Response	26.05.2015		
Date Closed	27.07.2015		

Request Codes			
Request Category	General Request	Request Type	Fly Posting

How Received Unit and Officers			
How Received	Referral from city direct		
Unit	Commercial North		
Receiving Officer	Miss Lisa Pardoe	Investigating Officer	Miss Mirabel Ebockayuk

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton West Midlands WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Mr Bob Willis
Address	Traffic Management Transportation
Access Notes	
EMAIL	bob.willis@wolverhampton.gov.uk
Mobile Phone	

03/08/2015 12:11

Work Phone	07771836961 01902555790
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<u>Details/Notepad</u>	
<p><u>Details</u> Fly-posting</p> <p><u>Comments</u> Enquiry ID: 476589 Enquiry Details: Bob advised that there are A3 sized posters stuck to all traffic signals around the ring road. This is advertising The Prince Albert Public House.</p> <p>Bob advised that he has checked CCTV and they are all around the ring road junctions/signals</p> <p><u>Notepad</u></p>	

<u>IVA INFO</u>	
<p><u>VISIT DETAILS:-</u> Visit Type:- Administration/Office Work Date:- 26.05.2015 Officer:- Miss Mirabel Ebockayuk</p> <p><u>ASSOCIATED ACTION DETAILS:-</u> Action Undertaken:- Telephone Actual Date of Action:- 26.05.2015</p> <p>Additional Comments/Text:- 26/5/2015, 12.45 - Rang Prince Albert (01902 422980) and spoke to one of the managers (Kelsey Dugmore). She is not aware of any flyposting but they will remove them today. Advised her it's an offence to flypost and that Fixed Penalty Notices can be served. Arranged for her to call me back when removed. Actioning Officer:- Miss Mirabel Ebockayuk</p> <p><u>VISIT DETAILS:-</u> Visit Type:- Administration/Office Work Date:- 26.05.2015 Officer:- Miss Mirabel Ebockayuk</p> <p><u>ASSOCIATED ACTION DETAILS:-</u> Action Undertaken:- Telephone Actual Date of Action:- 26.05.2015</p> <p>Additional Comments/Text:- 26/5/2015, 13.33 - Received t/c from Kelsey (07742436561). They have been using a new promoter. It will not happen again. She has spoken to them and the promoter will be removing all the posters this afternoon. Actioning Officer:- Miss Mirabel Ebockayuk</p>	

Regeneration Division
Service Request Summary Sheet

Report Created on 03/08/2015 at 10:05 AM

Request Numbers and Dates			
Request Ref	15/04417/NOCOM	Alternative Reference	
Date Received	13.07.2015	Target Resp Date	27.07.2015
Date of First Response	17.07.2015		
Date Closed			

Request Codes			
Request Category	Noise Request	Request Type	Noise Commercial/Leisure

How Received Unit and Officers			
How Received	Email		
Unit	Commercial South		
Receiving Officer	Miss Lisa Pardoe	Investigating Officer	Miss Mirabel Ebockayuk

Details of Persons Complained Against	
Name	Prince Albert Bar, Club And Eatery
Address	The Prince Albert Public House Railway Street City Centre Wolverhampton West Midlands WV1 1LG
Ward	St Peters

Client Details	
Type	Member of public
Name	Mr Gareth Morgan
Address	Studio 136 Chambers 51 Lichfield Street Wolverhampton WV1 1DE
Access Notes	

EMAIL	GXM148@student.bham.ac.uk
Mobile Phone	07474 839333

Details/Notepad

Details

Unspecified noise from premise

Comments

Good Afternoon,

I was just discussing this issue with you via telephone however the connection broke up (__LMP - Not clear if this was an officer or CD__). I moved into my flat on Wednesday last week, and found on Friday night that the noise from the Prince Albert club was so loud that the flat was shaking. We were unable to sleep, even with ear plugs and ended up driving up to Morecambe overnight to stay with relatives for the weekend. I spoke to two patrolling police officers at the time who informed me that the noise was that bad on Friday and Saturday nights all year round. Can I please check that the licensing agreement permits noise nuisance on this scale, as we are going to have to move asap and lose thousands of pounds on a signed tennancy agreement.

Kind Regards,
Gareth Morgan

Studio 136,
Chambers 51,
Lichfield Street,
Wolverhampton,
WV1 1DE.

M: 07474 839333

Notepad

IVA INFO

VISIT DETAILS:-

Visit Type:- Administration/Office Work Date:- 17.07.2015 Officer:- Miss Mirabel Ebockayuk

ASSOCIATED ACTION DETAILS:-

Action Undertaken:- Telephone Actual Date of Action:- 17.07.2015

Additional Comments/Text:- 17/7/2015, 11.49 - Rang Gareth Morgan (07474 839333). No answer. Left message requesting callback.

17/7/2015, 12.02 - Received t/c from Gareth Morgan. He re-iterated the info in his original enquiry. He reports that the issue is only at weekends (nothing during the week). The base causes the flat to shake. The actual noise is not an issue. He has resulted to travelling to relatives at the weekends to avoid the issue. He has terminated his contract early and is moving out in September. I advised him Environmental Health is aware of noise problems at the Prince Albert and are working with the business to rectify the problems.

Actioning Officer:- Miss Mirabel Ebockayuk

