

CASINO 36

ESCAPE TO THE ACTION

56-58 Temple Street, Wolverhampton, West Midlands, WV2 4AQ
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REF: CD/JT/LD

Private & Confidential

28th February 2017

Section Leader J Till
C/O Wolverhampton City Council

RE: Bond Street Tavern Wolverhampton

Dear Joanne,

I'm writing today to make my concerns known with regards to the recent issues we have experienced with one of our neighboring businesses.

The Bond Street Tavern is in my opinion, being managed extremely poorly. I have personally witnessed serious incidents where the police have needed to attend in force. We at Casino 36 Temple Street are experiencing a down turn in revenue and attendance due to the "unsociable and unruly" element that have gravitated to the said venue.

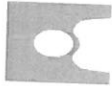
Examples are:

Obvious drug use (strong pungent cigarettes being blatantly smoked in and around the NCP car-park adjacent and outside the Tavern). Patrons arriving and leaving being hardly able to stand, littering and urinating on our exterior walling. Shouting abuse at our customers and staff when passing.

This, I feel is having a major impact on our business. We are planning to increase our contracted security team and have had members of staff report being fearful of using the staff entrance as it's so near the venue. I'd like to voice my concerns in person if possible and would also like to be informed of any licensing reviews. I've attached a previous letter sent by D Whitehouse in 2013 to the council and a recent email from our security consultant outlining his concerns.

Yours sincerely,

Craig Dobson
Group General Manager



Fraser Tranter
Tue 28/02/2017 2:14

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To: Adrian Ballard
Cc: Craig;

Action Items

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Hi Adrian,

Unfortunately I'm writing this to you to arrange a meeting with yourself to discuss ongoing issues we're encountering outside the greyhound public house. This is now occurring time and time again. As I'm sure you can appreciate we have a duty of care to our employees working in your establishment, I'm sure like myself you don't wish for any of these problems spilling into your venue. The security staff deployed there have been threatened on more than one occasion and because of this I'd like to discuss arrangements to increase security levels at casino 36 so to be proactive rather than reactive.

Could you kindly let me know when you're available to meet to discuss this ongoing issue.

Kind regards,
Fraser

Fraser Tranter
Security consultant to securit.

Knights Investment Solutions
Chief Executive Officer

REF: DW/MR/GI

Private & Confidential

4th May 2013

Licensing Services
Wolverhampton City Council
Civic Centre,
St. Peter's Square
Wolverhampton
WV1 1DA

To Whom It May Concern:

My Name is David Whitehouse. I am currently Acting General Manager at the Rubicon Casino located at 56/58 Temple Street, Wolverhampton.

I write to you with reference to my concerns regarding the months of antisocial, violent, aggressive and dangerous behavior that we regularly experience pertaining to the Greyhound bar in Bond Street. I am aware that my predecessor (Adrian Tunstall) wrote to you on two separate occasions during 2011 and 2012 to express his concerns about the type of issues we have experienced.

On regular occasion, our staff have witnessed (either by being in the vicinity at the time, or on CCTV reviews) violent exchanges between individuals leaving the Greyhound, assaults' on local taxi company staff who are waiting for customers to leave our establishment, as well as numerous aggressive verbal exchanges between the Greyhound patrons, not to mention the verbal abuse received by our staff when customer who are leaving the greyhound attempt to enter our premises, but are refused due to intoxication.

I am continually conscious of the individuals who are involved in these exchanges seeking refuge within our establishment, and bringing the issues they are experiencing on to our premises. Before we began logging our complaints with the council on a number of occasions we have allowed these individuals on to our premises temporarily and contacted the police on their behalf. However, whilst not wishing to see people hurt, and having thought this through thoroughly, I feel this could reflect negatively on our company and potentially raise issues with our company casino operating and liquor licenses, and as such prevented this from continuing. Furthermore, I am conscious of the safety of our customers and staff leaving our premises in the early hours of the morning, and becoming inadvertently caught up in these situations and potentially becoming harmed as a result.

On some occasions, when the exchanges has become intolerable, as a responsible company we feel we have had no alternative other than to lock the doors to our premises and prevent our customers from either entering or leaving the establishment due to their safety being compromised. Whilst our customers have appreciated our reasoning, it nonetheless causes them to be inconvenienced at that time.

Also on many occasions we have experienced individuals attempting to gain access to the Greyhound by climbing over the wall at the back of the Greyhounds property, which is adjacent to our "private" car park. On these occasions, individuals climb on top of our customers vehicles in their attempts to scale the wall and as a result we have received numerous verbal complaints from our customers of foot prints on their vehicles, and on the most recent occurrence, gauges and scratches in the paintwork of a vehicle where a female in stiletto heels had attempted to climb over the wall.

As a responsible company we take the safety of our staff and customers (including their property) very seriously, and feel these issues with the Greyhound has now escalated to intolerable level.

These are not isolated incidents. I have been a Gaming Manager at the Rubicon Casino for eight years and have personally witnessed occurrences of all of the above incidents relating to the Greyhounds patrons.

On numerous occasions at around 4.00am whilst carry out routine perimeter checks of our premises, I have personally heard, the DJ at the Greyhound announcing that "shots are available on your way out the door for £1". As a casino operating within the UK, we have to adhere to strict guidelines regarding social responsibility, these include robust measures relating to the sale of intoxication liquor. I feel that we are prudent in our company policy's, and train our staff to the highest levels in relation to our responsibilities, and as such feel that the Greyhound are displaying an irresponsible attitude and encouraging 'binge drinking'.

In Recent weeks we have been asked to supply CCTV footage to the local police regarding incidents on 16/03/13, 30/03/13 and 13/04/13 for incidents of knife crime, assault and damage to property. We have complied with all requests and should you wish we can produce to footage to assist with our complaint.

I feel that the damage these issues are doing to the excellent reputation of our company in the Wolverhampton area may soon become irreparable. As I am sure you are aware today's economic market is tough, maintaining a high level of safety for our staff and patrons is of paramount importance. Ensuring that our customers enjoy their time at our establishment is at the top of our service standards, but with recent events beyond our control I fear our loyal and regular customer base may begin to search farther-a-field for their entertainment.

I would like to thank you for taking the time to consider our complaint and should we be able to assist you further in anyway please do not hesitate to contact me.

Yours sincerely

David Whitehouse
Acting General Manager