## Applicants response to Rep 1

From: Licensing

Sent: Friday, October 6, 2023 4:52 PM

Subject: New premises licence application - C Side, Brewery Square

Dear placement, following your letter of representation to the new premises licence application for C Side, Brewery Square, I forwarded your representation to the applicant, Mrs Moody, and she has responded to your letter as follows:

Dear

I'm sorry to hear that you feel concerned about our application for an alcohol license at C Side which is a new business that I am trying to set up. We feel very much part of the Brewery Square community and it has never been our intention to provide a noise nuisance to people who live close by. If I can, I'd like to provide some further information regarding our future plans which were set out in my license application and hopefully reassure you that we are not about to start a venue in the Square to cause ongoing concerns for you. We have been very open about our plans for the new business and have been happy to talk to people if they're a regular visitor to our business or a resident who enjoys some of our events or just stops by to say hello. Once I became aware of some of the concerns that seemed to be circulating about my application, I asked Tara to send out a message to invite any concerned residents to chat with us last Friday and those people who came along, I think left reassured. We have good relationships with the majority of people in the square, both residents and other businesses and I'm very keen to keep these so hope that I can help that with the information below.

The C Side is predominantly a retail and community space with plans to hold wellbeing workshops, provide food and hot drinks and a place where people can spend some time in an inclusive and friendly environment. My partner and I run both small businesses and feel very passionately about supporting our local community and creating opportunities for people to connect and experience new things (collaborating with other business in Brewery Square, volunteering our time to put on events with the Museum and Town Council, providing opportunities for young musicians and local bands to perform, having people in for work experience etc).

We have been holding events at Vinyl Van since we opened in 2019 and we obtained an alcohol license a year ago for that small business. To date in Vinyl Van, we have held 18 open decks night (once a month), had 11 local artists and bands play, had 5 DJ days / evenings, 1 Charity music event and played music outside with the Vinyl Van on 3 occasions to support the Copper Street Brewery Beer festivals and once to try and encourage people back to the Square after one of the lockdowns. It has been once or twice a month to date and whilst capacity for both businesses is estimated to be 60, we have never had that many people attending any event. We are not planning to increase that substantially and any evening events will be kept to a minimum, nothing will be any different to what it has been for the last 4 years (not including the numerous times we were closed during Covid). We run the shop

between the two of us with help from volunteers and people on work experience. We work really hard to keep the business afloat during very difficult times and our normal hours are from Tuesday to Saturday 10am - 5pm (with a young person opening the shop on a Sunday for us). We are both in our 50's and I have Long Covid so struggle with fatigue and have to pace myself to ensure that I don't become unwell. Whilst our application is for every day of the week (as our license for Vinyl Van is), we really aren't planning on turning it into an everyday thing and the only reason the application for every day is to cover us if ever we want to do things on different days.

Regarding the mention of selling alcohol for consumption off the premises, as you read in the application, it was purely to cover us for the odd time when events might be going on in the square like at the Christmas lights switch on. Last year, we joined in the festivities for the Christmas lights switch on and had warm mulled cider available, however we weren't able to allow people to take their drinks off the premises. There haven't been any other occasions when we have wanted to do this to provide a much needed boost to our income. We are very aware of the need to maintain access for people with disabilities and have many people in our shop who are wheelchair users and have paid particular attention to access needs in our shop. The license is to cover us for things going on in the shop and to help provide some extra income to support some of the community activities we run and hope to run in future (Collage workshops, Upcycling clothes sessions, jewellery making, dancing for wellbeing, Long Covid support group).

The main fire escape is also the one at the front of the shop, not the one at the back as in the event of a fire, it would be dangerous to send people into the corridors of the building. The application has been checked and approved by the Fire service and they haven't raised any concerns in that regard so I hope that reassures you.

We had our opening weekend last week and there were people outside at 10.45pm as you say and I was one of them. We have put notices up inside the shop asking people to respect our neighbours and on that evening, I was often outside when people were smoking and vaping to ensure that noise levels weren't high and reminding people to be mindful of our neighbours. When the music stopped at 11pm, I also asked people to leave quietly and as far as I'm aware, they did.

The people that attend our day time and evening events are people that we know, customers of the shop, residents from Brewery Square, young people from the local community and families. The Vinyl Van and now C Side are both retail spaces with a large amount of stock in them and value. It is not the sort of place that people come to with the aim of getting drunk as they might do in other local establishments that also have licenses. We certainly don't want that and we have never had any issues with people being intoxicated, people are respectful of the space and the opportunity to enjoy music and the friendly atmosphere we have created. At a lot of our open decks events, we have teenagers and their parents come along and giving them this opportunity has proved invaluable in terms of them building their confidence and trying out new experiences. We have certainly never had any issues with people

urinating in the street outside and there are two toilets available now and that to date, has never been a concern. Likewise, we don't feel there is any need for security on the doors for the sort of events we're holding based on our experience to date. If in the future that changes, we will of course look into it but I don't foresee it being an issue at this stage.

When we undertook the building work with the full support of the Brewery Square Management, we were mindful of noise and took particular steps to ensure that we did everything we could to mitigate any possible noise issues as we don't want to be upsetting our neighbours or having to deal complaints. Both units have high grade sound proofing in them and we recently discovered that the back half of both units is underneath some gardens within the block. C Side is next to a service corridor and a lobby so sound to the side of it, shouldn't be an issue. With sound in mind, we have also kept the current doorways which have two doors that go out onto the street but two doors inside of that which provides a very good barrier to sound emanating out on to the street. We'd be very happy for you to come and see this and experience how it does stop any sound coming out of the shop into the street.

I hope this clarifies what has been happening and what we hope, will be continuing to happen in the future. Please be reassured that we don't want to be causing any upset to people or causing a noise nuisance. Our application hasn't raised any concerns from the Police, the Fire Service or any other statutory body and I'm sorry that it has caused alarm to some residents of Brewery Square. If you have any further questions, please do pop in to see us or they can be raised at the Licensing meeting to which you'll be invited having raised an objection to our license application.

Best wishes Helen Moody, C Side

I am required under the Licensing Act to ask if the above points have, or have not, alleviated your concerns and if you are now satisfied with the application. Due to the time constraints surrounding an application I would be grateful if you could please let me know by 12 October 2023 whether or not you wish to have your representation withdrawn.

If you wish to continue with your representation, I will arrange for a Licensing Sub Committee hearing to take place, a formal invite will be sent out to you in due course.

I would also like to inform you that any premises that holds a licence under the Licensing Act 2003, can be subject to a review at any time if an establishment fails to satisfy one or all of the four licensing objectives. (The prevention of crime and disorder, public safety, prevention of public nuisance and the protection of children from harm). A review would be heard at a Licensing Sub Committee where conditions or restrictions may be added to the licence to resolve outstanding issues.

Many thanks

Kathryn Miller Senior Licensing Officer

## Applicants response to Rep 2

From: Licensing

Sent: Friday, October 6, 2023 6:42 PM

To:

Subject: RE: Objection to C-Side License Application 8 Pope Street DT1 1GW

Dear School of the new premises licence application for C Side, Brewery Square, I forwarded your representation to the applicant, Mrs Moody, and she has responded to your letter as follows:

Dear

I'm sorry to hear that you feel concerned about our application for an alcohol license at C Side which is a new business that I am trying to set up. We feel very much part of the Brewery Square community and it has never been our intention to provide a noise nuisance to people who live close by so I'm sorry if you feel that we have in the past. If I can, I'd like to provide some further information regarding our future plans which were set out in my license application and hopefully reassure you that we are not about to start a venue in the Square to cause ongoing concerns for you. We have been very open about our plans for the new business and have been happy to talk to people if they're a regular visitor to our business or a resident who enjoys some of our events or just stops by to say hello. Once I became aware of some of the concerns that seemed to be circulating about my application, I asked Tara to send out a message to invite any concerned residents to chat with us last Friday and those people who came along, I think left reassured. We have good relationships with the majority of people in the square, both residents and other businesses and I'm very keen to keep these so hope that I can help that with the information below.

The C Side is predominantly a retail and community space with plans to hold wellbeing workshops, provide food and hot drinks and a place where people can spend some time in an inclusive and friendly environment. My partner and I run both small businesses and feel very passionately about supporting our local community and creating opportunities for people to connect and experience new things (collaborating with other business in Brewery Square, volunteering our time to put on events with the Museum and Town Council, providing opportunities for young musicians and local bands to perform, having people in for work experience etc).

We have been holding events at Vinyl Van since we opened in 2019 and we obtained an alcohol license a year ago for that small business. I have checked with Brewery Square Management and have been informed that there is no need for a change of use because what we currently do and will be doing in C Side is within the 'Use Class' permitted under the existing planning permission. To date in Vinyl Van, we have held 18 open decks night (once a month), had 11 local artists and bands play, had 5 DJ days / evenings, 1 Charity music event and played music outside with the Vinyl Van on 3 occasions to support the Copper Street Brewery Beer festivals and once to try and encourage people back to the Square after one of the lockdowns. It has been once or twice a month to date and whilst capacity for both businesses is estimated to be 60, we have never had that many people attending any event. We are not planning to increase that substantially and any evening events will be kept to a minimum, nothing will be any different to what it has been for the last 4 years (not including the numerous times we were closed during Covid). We run the shop between the two of us with help from volunteers and people on work experience. We work really hard to keep the business afloat during very difficult times and our normal hours are from Tuesday to Saturday 10am - 5pm (with a young person opening the shop on a Sunday for us). We are both in our 50's and I have Long Covid so struggle with fatigue and have to pace myself to ensure that I don't become unwell. Whilst our application is for every day of the week (as our license for Vinyl Van is), we really aren't planning

on turning it into an everyday thing and the only reason the application for every day is to cover us if ever we want to do things on different days.

There have been some noise complaints to the Concierge / Brewery Square Management on a few occasions, the last once that I am aware of (and have checked this with the Brewery Square Management) was in October 2022. As far as I am aware, there haven't been any official complaints to the Council or the Environmental Health Team. When we have been asked by the security to turn it down at our monthly Joy of Decks event, we have and following the complaint in October 2022, Brewery Square undertook some noise tests above the shop and found that there wasn't any audible noise there. An offer was also made to do professional sound tests during one of our Joy of Decks evenings in one apartment where the residents had repeatedly complained that they were being badly affected by the noise but this was refused. Since October 2022, I am not aware of any further complaints and we have been able to carry on with our business without any further issues.

The people that attend our day time and evening events are people that we know, customers of the shop, residents from Brewery Square, young people from the local community and families. The Vinyl Van and now C Side are both retail spaces with a large amount of stock in them and value. It is not the sort of place that people come to with the aim of getting drunk as they might do in other local establishments that also have licenses. We certainly don't want that and we have never had any issues with people being intoxicated, people are respectful of the space and the opportunity to enjoy music and the friendly atmosphere we have created. At a lot of our open decks events, we have teenagers and their parents come along and giving them this opportunity has proved invaluable in terms of them building their confidence and trying out new experiences. We have certainly never had any issues with people urinating in the street outside and there are two toilets available now and that to date, has never been a concern. Likewise, we don't feel there is any need for security on the doors for the sort of events we're holding based on our experience to date. If in the future that changes, we will of course look into it but I don't foresee it being an issue at this stage.

When we undertook the building work with the full support of the Brewery Square Management, we were mindful of noise and took particular steps to ensure that we did everything we could to mitigate any possible noise issues as we don't want to be upsetting our neighbours or having to deal complaints. Both units have high grade sound proofing in them and we recently discovered that the back half of both units is underneath some gardens within the block. C Side is next to a service corridor and a lobby so sound to the side of it, shouldn't be an issue. With sound in mind, we have also kept the current doorways which have two doors that go out onto the street but two doors inside of that which provides a very good barrier to sound emanating out on to the street. We'd be very happy for you to come and see this and experience how it does stop any sound coming out of the shop into the street.

I hope this clarifies what has been happening and what we hope, will be continuing to happen in the future. Please be reassured that we don't want to be causing any upset to people or causing a noise nuisance. Our application hasn't raised any concerns from the Police, the Fire Service or any other statutory body and I'm sorry that it has caused alarm to some residents of Brewery Square. If you have any further questions, please do pop in to see us or they can be raised at the Licensing meeting to which you'll be invited having raised an objection to our license application.

Best wishes

Helen Moody, C Side

I am required under the Licensing Act to ask if the above points have, or have not, alleviated your concerns and if you are now satisfied with the application. Due to the time constraints surrounding an application I would be grateful if you could please let me know by 12 October 2023 whether or not you wish to have your representation withdrawn.

If you wish to continue with your representation, I will arrange for a Licensing Sub Committee hearing to take place, a formal invite will be sent out to you in due course.

I would also like to inform you that any premises that holds a licence under the Licensing Act 2003, can be subject to a review at any time if an establishment fails to satisfy one or all of the four licensing objectives. (The prevention of crime and disorder, public safety, prevention of public nuisance and the protection of children from harm). A review would be heard at a Licensing Sub Committee where conditions or restrictions may be added to the licence to resolve outstanding issues.

Many thanks

Kathryn Miller Senior Licensing Officer Place Services Dorset Council

Applicants response to rep 3

From: Licensing

Sent: Friday, October 6, 2023 6:56 PM

**Subject:** Response to Objections regarding C Side

Dear placement, following your letter of representation to the new premises licence application for C Side, Brewery Square, I forwarded your representation to the applicant, Mrs Moody, and she has responded to your letter as follows:

I'm sorry to hear that you feel concerned about our application for an alcohol license at C Side which is a new business that I am trying to set up. We feel very much part of the Brewery Sqaure community and it has never been our intention to provide a noise nuisance to people who live close by so I'm sorry if you feel that we have in the past. I can't comment on you being told that Brewery Square was a quiet area, nor on your issues with music from other businesses, the application relates solely to my business C Side.

If I can, I'd like to provide some further information regarding our future plans which were set out in my license application and hopefully reassure you that we are not about to start a venue in the Square to cause ongoing concerns for you. We have been very open about our plans for the new business and have been happy to talk to people if they're a regular visitor to our business or a resident who enjoys some of our events or just stops by to say hello. Once I became aware of some of the concerns that

seemed to be circulating about my application, I asked Tara to send out a message to invite any concerned residents to chat with us last Friday and those people who came along, I think left reassured. We have good relationships with the majority of people in the square, both residents and other businesses and I'm very keen to keep these so hope that I can help that with the information below.

The C Side is predominantly a retail and community space with plans to hold wellbeing workshops, provide food and hot drinks and a place where people can spend some time in an inclusive and friendly environment. My partner and I run both small businesses and feel very passionately about supporting our local community and creating opportunities for people to connect and experience new things (collaborating with other business in Brewery Square, volunteering our time to put on events with the Museum and Town Council, providing opportunities for young musicians and local bands to perform, having people in for work experience etc).

We have been holding events at Vinyl Van since we opened in 2019 and we obtained an alcohol license a year ago for that small business. We have been holding events once or twice a month to date and we are not planning to increase that substantially and any evening events will be kept to a minimum, nothing will be any different to what it has been for the last 4 years. We run the shop between the two of us with help from volunteers and people on work experience. We work really hard to keep the business afloat during very difficult times and our normal hours are from Tuesday to Saturday 10am - 5pm (with a young person opening the shop on a Sunday for us). We are both in our 50's and I have Long Covid so struggle with fatigue and have to pace myself to ensure that I don't become unwell. Whilst our application is for every day of the week (as our license for Vinyl Van is), we really aren't planning on turning it into an everyday thing and the only reason the application for every day is to cover us if ever we want to do things on different days. We haven't done that since we've had a license for Vinyl Van covering every day of the week so I hope that reassures you of our future plans.

There have been some noise complaints to the Concierge / Brewery Sqaure Management on a few occasions, the last once that I am aware of (and have checked this with the Brewery Square Management) was in October 2022, a year ago. As far as I am aware, there haven't been any official complaints to the Council or the Environmental Health Team. When we have been asked by the security to turn it down at our monthly Joy of Decks event, we have and I wasn't aware that you had been adversely affected by music 'blasting out' from our premises. We would much rather know about this if it's happening so that we can take suitable steps to ensure any noise nuisance is addressed.

The people that attend our day time and evening events are people that we know, customers of the shop, residents from Brewery Square, young people from the local community and families. The Vinyl Van and now C Side are both retail spaces with a large amount of stock in them and value. It is not the sort of place that people come to with the aim of getting drunk as they might do in other local establishments that also have licenses. We certainly don't want that and we have never had any issues

with people being intoxicated, people are respectful of the space and the opportunity to enjoy music and the friendly atmosphere we have created. At a lot of our open decks events, we have teenagers and their parents come along and giving them this opportunity has proved invaluable in terms of them building their confidence and trying out new experiences.

When we undertook the building work with the full support of the Brewery Square Management, we were mindful of noise and took particular steps to ensure that we did everything we could to mitigate any possible noise issues as we don't want to be upsetting our neighbours or having to deal complaints. Both units have high grade sound proofing in them and we recently discovered that the back half of both units is underneath some gardens within the block. C Side is next to a service corridor and a lobby so sound to the side of it, shouldn't be an issue. With sound in mind, we have also kept the current doorways which have two doors that go out onto the street but two doors inside of that which provides a very good barrier to sound emanating out onto the street. We'd be very happy for you to come and see this and experience how it does stop any sound coming out of the shop into the street.

I hope this clarifies what our plans are in the future. Please be reassured that we don't want to be causing any upset to people or causing a noise nuisance. Our application hasn't raised any concerns from the Police, the Fire Service or any other statutory body and I'm sorry that it has caused alarm to some residents of Brewery Square. If you have any further questions, please do pop in to see us or they can be raised at the Licensing meeting to which you'll be invited having raised an objection to our license application.

Best wishes Helen Moody, C Side

I am required under the Licensing Act to ask if the above points have, or have not, alleviated your concerns and if you are now satisfied with the application. Due to the time constraints surrounding an application I would be grateful if you could please let me know by 12 October 2023 whether or not you wish to have your representation withdrawn.

If you wish to continue with your representation, I will arrange for a Licensing Sub Committee hearing to take place, a formal invite will be sent out to you in due course.

I would also like to inform you that any premises that holds a licence under the Licensing Act 2003, can be subject to a review at any time if an establishment fails to satisfy one or all of the four licensing objectives. (The prevention of crime and disorder, public safety, prevention of public nuisance and the protection of children from harm). A review would be heard at a Licensing Sub Committee where conditions or restrictions may be added to the licence to resolve outstanding issues.

Many thanks

Kathryn Miller Senior Licensing Officer Applicants response to rep 4

From: Licensing

Sent: Friday, October 6, 2023 7:02 PM

**Subject:** FW: Response to Objection for C Side license

Dear Research, following your letter of representation to the new premises licence application for C Side, Brewery Square, I forwarded your representation to the applicant, Mrs Moody, and she has responded to your letter as follows:

Dear

I'm sorry to hear that you feel concerned about our application for an alcohol license at C Side which is a new business that I am trying to set up. We feel very much part of the Brewery Sqaure community and it has never been our intention to provide a noise nuisance to people who live close by so I'm sorry that you were disturbed on the Saturday of our opening weekend. Until this Monday, we were unaware that the doors on the other side of the service corridor were access doors to the apartments on Eldridge street. Now that we are aware, we can remain mindful of this and ensure that any doors between the shop and the service corridor remain closed. Just to provide some clarity, at no point was anyone using the service corridor as an overspill area, we did briefly open the back door to see if we could get some more air flow through and at another point we showed some interested residents who were at our event where the back door led. Now that we are aware of this issue, we can take steps in future to mitigate any noise issues. We have been offered an air conditioning unit to help cool the space and we will ensure that all doors remain closed in future. Our opening night was a reggae evening that continued until 11pm (and not a minute after as I was watching the clock and made sure the music stopped at 11pm) and admittedly, was a little louder than all the previous nights that we have held in our small business and I'm sorry that on this occasion, you were disturbed. We will do our best in future to ensure that this doesn't happen again.

For our opening weekend, we had a temporary event notice in place so we weren't selling alcohol without a license. Regarding your concerns about items in the service corridor, whilst we were moving things between two units, there have been some items in the service corridor but none of them were blocking the fire escape. These have now been moved and this is the only occasion when items have been in the service corridor from our business. The main fire escape for our business is out the front doors as to send people into a building in the event of a fire is dangerous and not advised. We have had a visit from the Fire Officer when we have submitted both alcohol license applications and they have passed the premises as fully compliant with all the necessary fire regulations for what we are doing. Please be reassured that we take our responsibilities regarding the safety of people who are in our premises very seriously.

The C Side is predominantly a retail and community space with plans to hold wellbeing workshops, provide food and hot drinks and a place where people can spend some time in an inclusive and friendly environment. My partner and I run both small businesses and feel very passionately about supporting our local community and creating opportunities for people to connect and experience new things (collaborating with other business in Brewery Square, volunteering our time to put on events with the Museum and Town Council, providing opportunities for young musicians and local bands to perform, having people in for work experience etc). The license is to cover us for things going on in the shop and to help provide some extra income to support some of the community activities we run and hope to run in future (Collage workshops, Upcycling clothes sessions, jewellery making, dancing for wellbeing, Long Covid support group).

We have been holding events at Vinyl Van since we opened in 2019 and we obtained an alcohol license a year ago for that small business. To date in Vinyl Van, we have held several open decks night (once a month) live music and some DJ evenings. It is reassuring that you haven't been disturbed by previous events and I hope that now we are aware of the service corridor issues, we can quickly resolve that. We are not planning to increase that substantially and any evening events will be kept to a minimum, nothing will be any different to what it has been for the last 4 years.

We run the shop between the two of us with help from volunteers and people on work experience. We work really hard to keep the business afloat during very difficult times and our normal hours are from Tuesday to Saturday 10am - 5pm (with a young person opening the shop on a Sunday for us). We are both in our 50's and I have Long Covid so struggle with fatigue and have to pace myself to ensure that I don't become unwell. Whilst our application is for every day of the week (as our license for Vinyl Van is), we really aren't planning on turning it into a nightclub and the only reason the application for every day is to cover us if ever we want to do things on different days. Since we had our license for Vinyl Van that covers every day of the week, as you can see from our social media, we haven't been holding events daily and have no plans to do so in the future.

The people that attend our day time and evening events are people that we know, customers of the shop, residents from Brewery Square, young people from the local community and families. The Vinyl Van and now C Side are both retail spaces with a large amount of stock in them and value. It is not the sort of place that people come to with the aim of getting drunk as they might do in other local establishments that also have licenses. We certainly don't want that and we have never had any issues with people being intoxicated, people are respectful of the space and the opportunity to enjoy music and the friendly atmosphere we have created. At a lot of our open decks events, we have teenagers and their parents come along and giving them this opportunity has proved invaluable in terms of them building their confidence and trying out new experiences.

When we undertook the building work with the full support of the Brewery Square Management, we were mindful of noise and took particular steps to ensure that we did everything we could to mitigate any possible noise issues as we don't want to be upsetting our neighbours or having to deal complaints. Both units have high grade sound proofing in them and we recently discovered that the back half of both units is underneath some gardens within the block. C Side is next to a service corridor and a lobby so sound to the side of it, shouldn't be an issue. With sound in mind, we have also kept the current doorways which have two doors that go out onto the street but two doors inside of that which provides a very good barrier to sound emanating out on to the street. We'd be very happy for you to come and see this and experience how it does stop any sound coming out of the shop into the street. Now that we are aware of the issue you experienced with noise, we can take steps to avoid that in the future.

I hope this clarifies what has been happening and what we hope, will be continuing to happen in the future. Please be reassured that we don't want to be causing any upset to people or causing a noise nuisance. Our application hasn't raised any concerns from the Police, the Fire Service or any other statutory body and I'm sorry that it has caused alarm to some residents of Brewery Square. If you have any further questions, please do pop in to see us or they can be raised at the Licensing meeting to which you'll be invited having raised an objection to our license application.

Best wishes Helen Moody, C Side

I am required under the Licensing Act to ask if the above points have, or have not, alleviated your concerns and if you are now satisfied with the application. Due to the time constraints surrounding an application I would be grateful if you could please let me know by 12 October 2023 whether or not you wish to have your representation withdrawn.

If you wish to continue with your representation, I will arrange for a Licensing Sub Committee hearing to take place, a formal invite will be sent out to you in due course.

I would also like to inform you that any premises that holds a licence under the Licensing Act 2003, can be subject to a review at any time if an establishment fails to satisfy one or all of the four licensing objectives. (The prevention of crime and disorder, public safety, prevention of public nuisance and the protection of children from harm). A review would be heard at a Licensing Sub Committee where conditions or restrictions may be added to the licence to resolve outstanding issues.

Many thanks

Kathryn Miller Senior Licensing Officer Place Services Dorset Council