

Response from Rep 2

-----Original Message-----

From: [REDACTED] >
Sent: Sunday, October 8, 2023 11:00 AM
To: Licensing <[REDACTED]>
Subject: Objection to C-Side License Application 8 Pope Street DT1 1GW

Dear Ms Miller,

We have read the applicants response to our objections to the license application and we still would like our objections to be registered for future reference if the Licensing Sub-Committee propose to grant permission for the license. At the very least if granted permission we would request that the licensing hours and opening times be restricted to working times between midday and 6pm only so that residential apartments adjacent are not disturbed by activities outside the normal working day.
Yours faithfully

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Response from Rep 4

From: [REDACTED]
Sent: Wednesday, October 11, 2023 7:48 PM
To: Licensing [REDACTED]
Subject: Re: FW: FW: Response to Objection for C Side license

Dear Aileen,

Thank you for your email. If you are agreeable, I would rather keep communications on this matter through yourselves.

In response to Helen's email this afternoon, I am reticent to share my specific address but I can confirm that I live in a separate address to [REDACTED]

As explained in my previous email, amplified music can very much still be heard when the C-Side/ Vinyl Van back door is closed, since the expansion into the second unit - it is just significantly louder and more disruptive when their back doors (that lead into the service corridor) are open. I was on an overnight work trip in London on the Thursday of the opening weekend so would not have heard noise disruption on that night.

When sound testing, if sound can be heard from behind the closed doors of the C-Side/ Vinyl Van unit then my neighbours and I will be able to hear it from our homes as the fire doors back directly onto that area.

I completely understand that Helen and her partner are motivated to resolve the sound issue and I appreciate this, as do my neighbours along the street.

With kind regards,

[REDACTED]

On Wed, 11 Oct 2023 at 15:30, Licensing [REDACTED] wrote:

Dear [REDACTED]

Please see below from Helen at C-Side. You can either respond directly or through us, whichever you are more comfortable with.

Kind regards

Aileen

Aileen Powell
Licensing Team Leader
Community & Public Protection
Dorset Council

[REDACTED]
dorsetcouncil.gov.uk

From: Helen Moody [REDACTED]
Sent: Wednesday, October 11, 2023 12:31 PM
To: Licensing [REDACTED]
Subject: Re: FW: Response to Objection for C Side license

Hello Aileen, I wonder if this can be passed on to the Complainant please.

Hello and thank you for the reply. Can I just check for my understanding which number apartment you're in and if you share that home with [REDACTED] (from whom we've also received an objection - or it that from a separate property?)

We would be very happy to undertake some sound testing between ourselves and you to see if my belief that keeping the back doors closed will resolve this issue. We also had music in C Side on the Thursday night of our opening weekend so it's encouraging that you didn't hear that. If we discover that further steps are needed to prevent a noise nuisance, then we can liaise with the landlords and builders to look at alternative solutions. Please be assured that we want to resolve this as much as you do and I hope that the offer of doing some sound checks will be acceptable to you.

Kind regards

Helen

From: Licensing [REDACTED]
Sent: Monday, October 9, 2023 9:49 AM
To: Helen Moody [REDACTED]
Subject: FW: FW: Response to Objection for C Side license

Dear Helen

Please see below a response to your response from [REDACTED].

Kind regards

Aileen

From: [REDACTED]
Sent: Sunday, October 8, 2023 11:15 AM
To: Licensing [REDACTED]
Subject: Re: FW: Response to Objection for C Side license

Dear Kathryn,

Thank you for your email, I am encouraged by Helen's detailed and comprehensive response.

I have no doubt that the noise disturbances were unintentional - my complaint is nothing personal, simply to raise awareness that the event on the evening of 30 September was entirely unreasonable, showed disregard for residents and cannot happen again.

I am very much in favour of the business in general, I have previously given them my custom and I support it as a community space and a forum for young people to flourish. [REDACTED]

[REDACTED]. Furthermore, Vinyl Van is widely known within the community for offering a safe and inclusive space for individuals who identify as LGBTQIA+ [REDACTED]

[REDACTED] - believe me, we really appreciate the work that Vinyl Van do to create an environment where particularly young people feel safe to express themselves and explore their emerging identities. That said, I must balance all of this with my wellbeing and comfort within my own home (and the knowledge that my neighbours share the same concerns), which was undermined on 30 September - there absolutely cannot be a repeat of this night.

In her letter, Helen states that on the evening of 30 September, she opened the back doors of her unit on multiple occasions throughout the night - this explains the increased volume at times. She explains that she was unaware that the back door of her units backed on to the apartments; this may be true however in this case I would suggest that they have not been effectively supported by the Brewery Square Management Team who naturally have an intimate knowledge of the building's layout and should have been in a position to advise. With regard to the fire escape issue, Helen's explanation focuses on the safety of her customers and event attendees - whilst I am of course mindful that the safety of all is important, I was previously specifically referring to my own safety, that of anyone in my home, and also by extension, that of my neighbours along Eldridge Street. The photograph to which I referred previously was not taken by me (it was another concerned resident) and as such I will not choose to share it however it showed boxes piled up in the fire escape, causing an obstruction - to this there is no argument. The loft apartments on Eldridge Street are open plan

(plus a separate bathroom), with two floors; the bedroom area is on a mezzanine upstairs and our fire exits lead directly into the service corridor (the main fire escape for the building). If I am upstairs and there is a fire downstairs in my property, I must leave through the back exit (the designated fire escape) and follow the service corridor outside to safety. Helen offered reassurance that Vinyl Van takes their responsibilities regarding the safety of people in their premises very seriously - I have no reason to doubt this however this sadly offers no reassurance for *my* safety, when there is such an obstruction to my fire escape. Now that awareness has been raised, I hope that Vinyl Van will be acutely mindful of this issue in the future.

My objection to the licensing application is not particularly in relation to the selling of alcohol - there are plenty of premises in Brewery Square that sell alcohol and to my knowledge there has never been a particular problem, moreover I enjoy socialising at these venues. For clarity, my objection refers specifically to noise levels coming from Vinyl Van/ C-Side. I am encouraged to see that steps have been taken to mitigate sound escaping out of the front of the shop onto Pope Street for residents there however this is not at all reflected for Eldridge Street residents. The experience on 30 September was akin to being in university halls of residence with loud pumping bass music reverberating through my home all night. As previously mentioned, the properties on Eldridge Street are open plan therefore there was no way to escape the noise. My partner and I had broken sleep, resorting to attempting to sleep with our heads under our pillows to drown out the noise. I have not once been disturbed previously from music events at Vinyl Van. It seems to me that the only viable explanation for the significant noise disturbance on 30 September is the compromised soundproofing that expanding into the C-Side unit has caused. This therefore seems positive as it means that a simple resolution should be achievable; with resources channeled into significantly upgrading the soundproofing so that noise does not leak through to the service corridor (and is amplified into the Eldridge Street properties), the problem should be resolved.

In summation, whilst I am grateful for the time that it has taken Helen to respond to my license objection, my concerns are in part alleviated (i.e. safety in the event of a fire) but as it stands, not in full. I do not in any way wish to prevent the growth of a small local business (quite the opposite) however I must reiterate that at present, their control of noise within their units is inadequate. I trust that if Vinyl Van/ C-Side want their new business model to work, they will be keen to implement these changes so as not to undermine their impressive community-focused work to date. Introduction of an effective soundproofing structure would go a long way to mitigate the noise issues and I would strongly urge them to action this. In light of this, providing they commit to ensuring that the back of the units is fully soundproofed, I would be willing to withdraw my representation. I do so in the knowledge that should there be any problem with noise disturbance emanating from their property, or my safety compromised through obstruction of the fire escape in the future, I would look to action a review of their licence as per the Licensing Act 2023.

I would be more than happy for you to share the contents of this email with Helen should you feel that it is appropriate.

With kind regards,

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