

# The Mayfair Bungay

## Management Plan and Nuisance reduction strategy

### Related to new Premises License Application

Version 1 – Written by Silas Rayner 27.02.2024

#### **Introduction**

The purpose of this document is to put into writing measures discussed during the consultation of the license application for The Mayfair Bungay. The premises opened on a TENS for two weeks before Christmas 2023 and some issues were created from the operations in the current form. This document's purpose is to mitigate and eliminate the issues and ensure the business can run its activities whilst not adversely affecting the immediate residents and achieving all the licensing objectives.

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## **1. Operating Schedule**

The Mayfair will operate within 2 distinct time frames as outlined below. The reason for separating the operating times is to limit the impact from noise propagating internally from the front café space into the flying freehold above the front 5m of the property. This will also be the only opening hours of the premises until works have been undertaken to insulate the rear of the building and open up a new entrance onto Brandy Lane which is the non-residential lane running alongside the premises properly sound.

### **Licensed Café – 10am – 6pm**

During these hours The Mayfair will be accessed from the front door on Broad Street and all activities will take place in the first 2 rooms of the building. The new entrance onto Brandy Lane will enable the premises to be disabled friendly and that second room will be an accessible café space with extra tables for seating.

Should any of the licensable activities regarding music or performance take place this is where the activities will be focused. HOWEVER there are no plans for live or recorded music to take place in the shop at this time. Should this activity be planned to happen it will only happen once we are confident that the activities does not cause an unreasonable disturbance to neighboring residents.

Define: Unreasonable – Ideally a discussion between The Mayfair and the affected party will determine if the activity is unreasonable. The key to this is communication, should there a joint decision not be reached then it will be grounds for the EV (Council) team to make an assessment.

During the opening hours the adjoining door to the office space which is a shared wall with Oxnead – our neighbour, will remain closed and staff are to be trained to ensure it is always closed. A lock will be installed to ensure the accidental opening is not possible.

Sound insulation may be required to keep the noise within the front shop space depending on the effect on the neighbors with the daytime opening hours.

After 6pm this part of the building is NOT accessible to the public.

### **Licensed Cellar Café – 6pm – Midnight (11pm Sunday Close)**

This is the activities being moved into the middle and rear of the premises, this area would not be open until the planned work is undertaken subject to listed building consent. The works consist of new entrances opened to avoid the Broad Street or Nether gate street entrance nearest to residents being used. It also means constructing a soundproof partition wall that separates the space.

The Cellar Café is accessible via the first new Brandy Lane entrance, here the space offers everything available in the front part of the shop but completely isolated from the Broad Street end. The construction of the build here is more sympathetic to noise containment and does not adjoin any bedrooms with neighbors.

There are not plans to host music events in this space. We would like to be able to have amplified comedy, poetry and simply performances that do not involve drum kits or excessive amplification. However, the same condition applies that this activity will not take place should it interrupt and cause unreasonable disturbance to residents.

## **2. Staff Training**

The adequate training of staff is vital to ensure management plans are put into practice and that the activities of staff, customers or anyone involved does not undermine the license objectives. All staff will be subject to training and will be required to read the management plan, risk assessment and be made aware of how to promote the license objectives this includes -

Refusal to serve or admit intoxicated individuals – Promoting the license objectives and preventing antisocial and nuisance behavior

Challenge 25 policy

Keeping doors closed and the isolation of certain areas – Such as the office door, the partition door and the warehouse door in order to prevent noise propagation from the serving areas

Information regarding smoking outside & leaving the premises late night – (Repeat offenders of any anti-social behavior will be banned)

Cleaning rota – including the pavement and alley outside

Communication between staff, management and residents – How to keep a clean line open

Noise reduction – both from music and no music sources

### **3. Environmental Impact –**

The Mayfair takes seriously its responsibility to recycle and dispose of waste in a responsible . We will separate Glass, Dry Recyclable & Landfill – these will be disposed of via a private waste collection service.

Customers will be encouraged to leave their waste on tables for us to clean quickly and efficiently. Outside the premises there is the potential for pollution from cigarettes, rubbish, vomit or urination – The Mayfair accept responsibility for cleaning up the immediate area on Broad Street and the entire Brandy Alley. Whether the pollutant is caused by Mayfair customers or not, it is deemed impossible to be able to identify the source of pollutants but since we also have a vested interest in the care and upkeep of the outside space in make sense for us to assume the responsibility.

Outdoor cigarette bins will be provided and maintained, as well as adequately lit

We will not provide seating, surfaces or anything that encourages customers to spend time outside longer than the time to smoke a cigarette.

Signage asking customers to not make excessive noise whilst outside, entering or exiting will be placed at strategic positions

### **4. Noise Reduction –**

Key notes

From discussions with neighbors, EV team and past experiences there are key elements to noise reduction that are vital to the running of The Mayfair. We have a flying freehold room above the front of the property that is used as a spare bedroom. The main part of the front of the shop shares structure elements with the adjoining residential property that runs down the left hand side. The property does have a very narrow extension that continues further, the construction of the building here is brick arched cellars. From consultation with an acoustics expert most or all of the noise transference is coming from the front of the shop. There are also toilets that have sealed windows that face the neighboring garden.

The rear of the building has a dividing wall between the arched cellar room and the warehouse, at the rear of the warehouse there is Nethergate Street and a neighbor facing the rear door. It is very important not to allow noise to propagate out of the rear and cause disturbance to this property.

1. The reason the business has been divided into separate running hours is to move the activities post 6pm from the front of the building to the middle where the noise can be contained from disturbing the flying freehold and the adjoining neighbor.

2. New entrances (Subject to listing building consent) will be opened up onto Brandy Lane which brings post 6pm access away from Broad Street.
3. A new internal sound proof wall (Designed by acoustic design consultants) will be constructed between the front shop and evening rooms. This wall is a floating style separation twin wall construction that does not allow sound transfer from one area to the other.
4. Sound proof doors will be installed both at the partition wall and the new entrances onto Brandy lane as well as between the evening serving room and the warehouse at the rear.
5. A floating sound protective ceiling will be added to the shared room between the spaces – this is to protect sound from travelling into the roof space above and transferring into the narrow extension previously mentioned.
6. The toilet windows will be sound proofed (To consultant specifications) and covered to prevent noise transfer and unpleasant aromas from entering the neighboring garden, extraction fans will be re routed as to not blow air from here into the garden
7. The rear warehouse doors will be better fitted and air gaps covered to add protection from noise propagation.
8. Post 6pm the Front Shop will not be accessible to public, the door will remain closed and locked. This also applies to the warehouse door.
9. All doors will on automatic close mechanisms to prevent them being accidentally left open.
10. During the 10am to 6pm period the office door will be kept closed at all times, the main access door will be fitted with anti slam and gasket to prevent 'loud banging' from its use
11. The 2 new doors closest to Nethergate Street are emergency exits only for public. The warehouse door is for staff access only.
12. Appropriate signage will be used where needed to ensure all users of the building, customers and staff are aware of the requirements

With all the points above – The Mayfair accepts responsibility to make further improvements if any of the above elements prove not full successful in their application. We also are very open to making new improvements if there are identified problems that are not yet known

## **5. Music**

**IMPORTANT** - The Mayfair will not host any live music until the effectiveness of the noise reduction measures are known. This also includes any form of recorded music that forms the basis of 'entertainment' that forms the main reason of an activity (DJ). After this any form of musical entertainment will only be hosted once we are sure that there will be no noise disturbances beyond what would be considered reasonable by the EVP team.

The Mayfair is a place for people to chat, the building does not suit live full band performances, drum kits or DJ sound systems. The space is simply not big enough. If entertainment in the form of music takes place only after the above mentioned conditions then a wall mounted DB monitor will be used at both ends of the building to ensure that it will not breach a predetermined level that will be set with the acoustic consultant once the noise mitigation methods have been put in place.

The Mayfair will not hold any irresponsible events and any form of activity that creates 'noise / volume' will adhere to the same conditions

For detailed information refer to the data sheet from the noise consultant (To Be supplied) as well as a Noise management plan

## **6. Crime and disorder**

1. A Challenge 25 policy will be implemented requiring all customers who appear to be under the age of 25 to produce photographic identification in the form of a passport, driving licence or proof of age scheme (PASS) approved identification, before alcohol can be supplied or sold to them. All staff will be instructed, through training, that alcohol cannot be supplied or sold unless valid identification is produced. The premises licence holder shall ensure that notices are prominently displayed in the premises to advise patrons and staff that a 'Challenge 25' scheme operates in the premises.

2. All staff engaged in the sale of alcohol will be trained in Responsible Alcohol Retailing on commencing employment at the premises. This training can be administered in-house by the DPS. Training records shall be kept on the premises and produced to the Police/Local Authority on request. Training will be reviewed every 6 months to ensure that staff are up to date with the latest legislation and their training records endorsed accordingly.

3. A log will be kept at the premises, recording any significant incidents or any refusal of the sale of alcohol. It will be made available to an authorised officer of the Police or Council on request. It must be completed within 24 hours of the occurrence and must record: a) the

date and time of the incident or refusal, b) names of staff and persons involved (if known), c) detail of incident or refusal. Incidents to be recorded should include (but not be limited to) – any crime or disorder, injuries to staff or customers, refusal of the sale of alcohol, ejections, banning of customers, seizures of drugs/weapons, or any visit by relevant authorities or emergency services, and the purpose of the visit.

4. A CCTV and associated recording system shall be installed and maintained. CCTV shall cover all areas of the premises open to the public, including entry and exit points, and must be capable of providing images of quality sufficient to support facial identification. The system must always operate during hours of licensable activity and/or when customers are on the premises. Equipment must be maintained in good working order, be correctly time and date stamped, and recordings must be kept for a period of 30 days. The Premises Licence Holder must ensure a DPS or appointed member of staff, able to operate the CCTV system is always present when the premises are open to the public. That person will show video to Police or an Authorized Officer with minimum delay when requested. A download of CCTV video in a viewable format on disc or storage device will be provided to the Police or an Authorized Officer as soon as possible, and in any case within 36 hours of the request. The CCTV system will be regularly checked to ensure that it is functioning correctly.

5. CCTV capable of complying with the above condition will cover the area outside the venue and will include the area adjacent to Brandy Lane.

6. No open containers of alcohol whether bottles or drinking vessels may be taken outside the premises at any time by customers.

7. Sufficient lighting will be provided on entrances and exits onto Brandy lane

## **7. Summary**

The Mayfair takes its responsibility to operate effectively whilst maintaining and promoting the license objectives. We will not operate an activity that knowingly causes distress to residents of Bungay and will make best endeavors to quickly resolve any issues that may arrive. We are confident that the business will be a benefit to the town and be able to run harmoniously without our location and situation.

A full Health and Safety risk assessment & Independent fire risk assessment / management plan will be in place and agree before opening. These documents will be provided upon request

We are able to be contacted by these methods and will respond promptly

Main Contact – Silas Rayner, owner & license holder 07910691483 / [silasrayner@gmail.com](mailto:silasrayner@gmail.com)

Co-owner & Manger – Daisy Rayner – 07476 859168 / [Camilla Daisy@icloud.com](mailto:Camilla_Daisy@icloud.com)

DPS – Louise Render – 07895 712243 / [louise.firewater@gmail.com](mailto:louise.firewater@gmail.com)