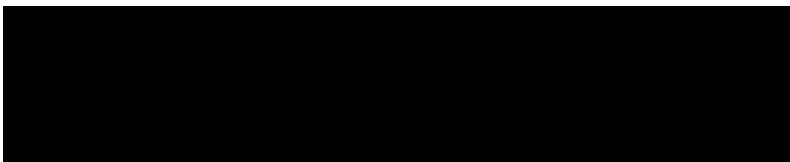


Name: Margaret Lewis
Additional Supporting Evidence

Margaret Lewis
Neighbourhood Officer
Licensing and Out of hours

Manchester City Council



CONTENTS

Additional Supporting Evidence

- Exhibit ML1 – LOOH Proactive Visits to Tribeca 29/2/2020 to 30/10/2021
- Exhibit ML2 – LOOH/GMP Multiagency Action Plan 13/5/2020
- Exhibit ML3 – Complaint, issues about DPS/ Management 10/8/2020
- Exhibit ML4 – Covid Visit Sheet 18/8/2020
- Exhibit ML5 – Environmental Health, Covid Advice Assistance 18/8/2020
- Exhibit ML6 – LOOH/GMP Visit Sheet 21/8/2020
- Exhibit ML7 – LOOH/GMP Visit Sheet 24/9/2020
- Exhibit ML8 – Fire Safety Visit Sheet
- Exhibit ML9 - Tribeca photograph/C19 Social Distancing in place 22/5/2021
- Exhibit ML10a – Licensing Act 2003 Warning Letter to DPS 18/8/2021
- Exhibit ML10b – Licensing Act 2003 Warning Letter to PLH 18/8/2021
- Exhibit ML11a – Pre-Review Invitation DPS
- Exhibit ML11b – Pre-Review Invitation PLH
- Exhibit ML12 – Pre-Review Outcome Letter
- Exhibit ML13 – Licence Inspection Outcome Letter
- Exhibit ML14 – Photograph of signing in book
- Exhibit ML15 – Nite Net Summary Calls 1/1/2022 and 1/2/2022
- Exhibit ML16 – Incident Multi Agency Meeting Notes 14/1/2022
- Exhibit ML17 – Blank Policies supplied by Tribeca
- Exhibit ML18a – Letter to DPS 27/1/2022
- Exhibit ML18b – Letter to PLH 27/1/2022
- Exhibit ML19 – Regency House Residents What's-App Group – Noise Messages

Pro Active Visits By LOOH where issues found

30/10/2021 3 X SIA, plus 1 at 0:30, 166 in they are using upstairs and downstairs 2 different promoters, [REDACTED] general manager outside when officers arrived, they could hear thudding base, asked GM if he could not hear it, one SIA jumped in saying no one had contacted them regarding the noise unlike last night and this was dealt with. Officer advised that not all people want to liaise with the venue, officer informed it was below 100db advised that 100 Db is quite loud, so if just under that potentially could be a nuisance, volume was lowered.

09/10/2021 On entry stopped by SIA from waking into the premises. Advised i needed to wait for a manager to come over.

Waited by the door, customers all up dancing. Buffet style food. Spoke to [REDACTED] event has been running a long time at a different venue, now at tribeca for a few months.

Bookings and walk ins, 150 inside. No issues or ejections.

Hazel reportedly on sight but did not see her just [REDACTED] advised she runs the event and [REDACTED] was present.

06/10/2021 13:00 - 15:00

Attended the pre review meeting with Simon Braithwaite from GMP also

in attendance was [REDACTED]

[REDACTED] SNJ services security. [REDACTED] was

introu

Started with Simon GMP from GMP discussed the latest Logs they have of incidents

The recent incidents of concern include:

On 25/9/2021, off duty staff member [REDACTED] was arrested by police in Tribeca due to her drunken/aggressive behaviour. She then assaulted and racially abused the arresting officer. You confirmed during the meeting that [REDACTED] no longer works at Tribeca. One of the officers stated in their write up that door staff and staff members were unwilling to provide statements, which you disputed. Moving forward if an officer requests staff members (especially door staff) to provide witness statements, we would expect them to comply to assist with the safe running of Tribeca.

· On 2/10/2021, there was a ticket only event, organised by [REDACTED] in Afro House night with DJs. Once the venue was almost at capacity it became apparent that the organiser had over sold tickets for the event (which you said did happen) as there were about 150 people queuing outside who were unable to get in. At about 1.45am, the decision was taken by Tribeca management to close the venue and the customers slowly left. Even though the event was hosted by an outside promoter, it remains your responsibility as DPS to

ensure the safety of customers attending Tribeca. Moving forward please ensure that you fully risk assess and research all external promoters. To safe guard yourself, I'd advise a written risk assessment is produced for all externally promoted events at Tribeca.

- Additionally, there were reports of assaults on 7/8/21 (assault on the dancefloor by unknown male, victim punched and kicked) and a report of fighting on 25/8/21 (no further detail).

we later discovered that none of these incidents were written up even thou [REDACTED] could remember them

Followed then by Issues and breaches of Licence condition from Case Officer LOOH set out in the review letter these were around the need to have a limiter, noise shall not emanate.

They were advised about the complaints x 6 they were suprised as they said [REDACTED] lives on the first residential floor for 20 years and has never heard noise from the premises.

Discussion was had around rhe limiter and [REDACTED] stated it was set for a bar not a nightclub so she had contacted [REDACTED] who had given her the code to change it. Case officer stated that the whole point is that level sere set and can not be changed by the premises. [REDACTED] failed to comprehend the fact that the outside DJ's equipment need to go through the limiter.

Then failure to uphold the licencing objectives.

Issues of note

03/08/2021 1 X Sia in and 85 people on the premise, Sia stated that they can only let another 15 people in as they were on their own, case officer sure it should be 2 minimum regardless of the number will check. The evening had started with Cuzumba class, now it was a Salsa evening there was slight noise from the premises but not so that should affect resident above al windows of the premises shut. 03:20 Officer returned they now had 2 SIA one am eon at Midnight use of wand in operation for entry. Owner [REDACTED] outside but did not engage as officer had seen them socialising earlier, However [REDACTED] then approached he

25/ 6/2021

Visit with Si GMP music was blaring people were stood up drinking and dancing after speaking with the DPS many times regarding people stood up people were still standing up they were not able to manage this

CCTV was not recording more that 7 days

17/06/2020 Spoke with [REDACTED] DPS regarding continuing issues at the premises
Noise

Incident recording - not doing this not signing in when acting as SIA
asked about a specific incident a sexual assault

CCTV - was not able to work /access this

22:50 12/6/2021 x1 SIA present from Serenity and stood inside the entrance, signing in book checked (see picture below). Officers spoke with responsible person in charge [REDACTED] who advised that [REDACTED] (DPS) was also acting as the other SIA for the evening, however she was not on site at the time of the visit. Officers explained that only 1 SIA present was a breach of the premises licence and [REDACTED] advised that this would be rectified. Additionally, officers were unable to have a conversation with [REDACTED] inside the premises due to the volume of the music [REDACTED] agreed to lower the music volume. Officers advised that they return later to check that an additional SIA was in place and music volume. On walking away from the premises SIA from Bar Pop who also works for Serenity (and had been radioed by the SIA at Tribeca) confirmed that Serenity would not be able to send anyone tonight and advised that [REDACTED] would not employ more than one SIA.

23:31 On returning to the premises, officers spoke to the SIA from the earlier visit, and he confirmed that [REDACTED] was now present. [REDACTED] wearing SIA badge, advised that she was acting as SIA and that she had another PLH inside who was responsible for the sale of alcohol. She stated that the premises were quiet (35 in) and she did not see why they needed x2 SIA. She explained that she had discussed this with the case officer and GMP. Furthermore, when I asked if she had signed in as SIA and she stated that she does not sign in.

18:10/2020 call out from anonymous individual reporting 30 persons inside premises after 22:00 - attended with GMP at 23:30 people seen in upper mezzanine from outside gmp used flash lights to get attention of persons inside but they just closed the curtains. we continued to knock on the door until a female came to the door who was identified a [REDACTED] who is the owner. She advised she had two people in. She is currently living above the premises which has been advised is a fire risk and is not allowed as its a commercial premises. GMP and Licensing colleagues walked around the premises to check on who was in there. I walked up the stairs to the immediate left of the bar which is a mezzanine which is behind solid book shelves. once reaching the top there was a table of 7 people who clearly appeared from different households with drinks. (some family, 1 staff and other friends) GMP also then came upstairs and questioned their household make up and they were told to leave or will be issued fines. There were also two female staff in the bar still cleaning up. [REDACTED] was intoxicated and informed us that three of them were family, a mother and aunt and a male but unsure what relation he was to her. She was advised that by having people drinking in the premises after the 10pm curfew especially people who do not work at the premises is a clear breach of the COVID regulations and the total number of persons also exceeded 6 and were from multiple households. GMP and MCC agreed that an FPN should be issued as other premises have done the same and been fined for it (this is the second time this has now happened at this premises [REDACTED] (owner) admitted breach of

—

regulations. Officers to attend tomorrow to collect CCTV with GMP when night shift starts.

24/09/2020 visited with Simon from GMP, when previously visited [REDACTED] was not available.

Discussed with her issues in a SRU complaint regarding activities at the premises which she denied.

GMP also had some jobs which they check against her incident report.

Asked about the CCTV she showed us on the phone stating all areas were covered, she said the 3 blanks were not out cameras just from an old system.

She had stated only stayed on site when she was doing 16 hour long shifts, which officer stated should no longer be an issue with the 10pm closure.

NHS TT in place Risk assesment on site

06/09/2020 ??

21/08/2020 Visit with GMP Simon Braithwaite there had been an unrelated to the premises but staff assisted, this was not written up in the incident book and the fact the CCTV could not be access on the night

20/08/2020 officer visited after 2 incidents at the weekend involving GMP on

arrival 5 customers at the pool table all standing up being boisterous there appeared to be only one member of staff on serving, which took some time asked for the [REDACTED] she came from the mezzanine with the dog advised her about more control at the pool Table

15/08/2020

29/07/2020 Officers visited with H&S again they were operating the a one m plus with no mitigation they are of the understanding that being back to back was mitigation enough. Advised about having more signage up about social distancing, Risk assessment was not available.

29/ 2/2020 On proactive noticed the noise of bass from the entry of Sackville Gardens. As we walked closer it was apparent it was coming from Tribeca. Approx x15 people outside, x2 had glasses in their hand. Spoke to the doorman, who radioed for [REDACTED] He said that there was another doorman but the was on his break. He said glasses were permitted outside and that they were on plastics. There were 120 in, including the people in the smoking area [REDACTED] came out and said that Hazel had nipped out. I explained that we could hear the bass up the road and it was too loud [REDACTED] said it will get turned down. It is a reggae brunch and seems to be going ok. [REDACTED] went in as we left as bass seemed to go down.

Action Plan

Tribeca, Sackville Street, Manchester

Thursday 13th February 2020

On Sunday 9th February 2020 at 01:40 hours, PC 11680 Simon Braithwaite conducted a Licensing Visit at Tribeca, Sackville Street, Manchester. During the visit, several issues were noted including:

- There was only one door supervisor on duty – despite two being signed in. After speaking to Duty Manager [REDACTED] and General Manager [REDACTED] it was established that (unknown to them), door supervisor [REDACTED] had left at approximately 00:30 hours. After speaking to members of Serenity Security management by phone [REDACTED] was moved to another venue, without the knowledge of [REDACTED] or [REDACTED] leaving Tribeca in breach of Premises Licence condition Annex 13 Condition 2, which requires a minimum of 2 SIA registered door staff to be employed from 21:00 hours on Friday and Saturday nights.
- There was difficulty in accessing the CCTV system [REDACTED] was able to partly show me the CCTV cameras via her mobile phone but no one had access to the main CCTV system, which would cause GMP problem if they needed to access CCTV to view / produce footage if an incident occurred.
- The DPS was not on site at the time of the visit. [REDACTED] informed me she was a Personal Licence Holder but did not have her Personal Licence with her to prove that. The Letter of Authority that was shown to me was inadequate.

In order to address and resolve these issues moving forward, this Action Plan has been produced. The Action Plan requires:

- [REDACTED] will ensure all senior members of staff are familiar with the conditions on the Tribeca Premises Licence, especially those regarding the requirements around SIA door supervisors.
- [REDACTED] will ensure all senior members of staff are familiar with the condition on the Tribeca Premises Licence regarding CCTV, and that all senior staff members have access to the CCTV system (not just via a mobile phone), and are trained to retrieve CCTV footage and burn it to disc / USB stick if requested by GMP / MCC. There will be blank discs / USB sticks at Tribeca to burn footage onto if required.

- [REDACTED] will ensure that all Personal Licence Holders employed at Tribeca have their Personal Licences with them when working, and are able to show them to GMP / MCC staff on request.
- [REDACTED] will produce a Letter of Authority for alcohol sales which will be displayed at Tribeca and will include a full list of all staff members who serve alcohol (not just senior members of staff), which they will sign to confirm they are aware, it will be dated and signed by the DPS and will be updated to add or remove staff members.

Please ensure this Action Plan is complied with, and that all staff are aware of it. Further licensing visits will be carried out in the near future.

PC 11680 Simon Braithwaite (GMP)

[REDACTED]

[REDACTED]

Dated: Thursday 13th January 2020

10/8/2020

ML3

Good afternoon,

I am emailing today to raise several issues with a venue in the centre of Manchester. The venue in question is TriBeCa, 50 Sackville Street, M1 3WF.

[REDACTED], I cannot continue to allow the owners to put members of the public in danger.

Firstly, the current bar 'owner' name [REDACTED] as well as potentially several other people are currently living in the venue, if you enter the premises and go to the mezzanine area that is where they are currently living. She has a shower fitted in one of the cupboards; I do not believe it is at all legal to live in a bar, it poses a danger to the public and should not be accepted.

Secondly, the owner regularly has "lock-ins", bringing inebriated people back to the premises and often has parties that last for several days, present at these parties are a lot of drugs, as well as activities

that I
am sure go against the license. The owner promotes the sale of drugs
on the
premises and is regularly involved with drug dealing transactions. I
know
that CCTV is regularly turned off during these parties as a way to
hide
from the council. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Finally, I have reason to believe the owner is fraudulently operating
the
business, transactions are not properly recorded, with receipts not
left on
the premises. Income is not declared properly and staff are regularly
paid
off the books. I wish to remain anonymous in writing this report as I
am
fearful of repercussions, however, I believe the public are at risk
if
TriBeCa remains in operation, it is never right for someone to be
living
directly above an area that is serving food and drinks. I also would
not

ML3

wish anyone to be harmed in the duration of an illegal party, as
members of
the public have been put at risk before (through fights/drug
spiking/theft
at these parties). I urge the council to immediately have a look into
this
matter.

Kind regards,



MANCHESTER CITY COUNCIL

RECORD OF COVID VISIT TO LICENSED PREMISES

Premises	TRIBECA	Lic Number	05 0183
Address	50 SACKVILLE ST M/C M1 3WF	MCC Officer's	BC2, FOOT AREA
Contact Details	[REDACTED]	GMP Officer's Uniform Yes/No	

Shift Start Day	Date (at time of Visit)	Time Commenced	Time Concluded
14/8/20	15/8/20	00.46	01.03

MANAGEMENT OF PREMISES

Name of DPS:	[REDACTED]		
Are they Present:	YES	If No, Person in Charge:	N/A
Person in Charge - Position:	DPS	City Centre Area:	
Music - Background Level:	OK SET LOW LEVEL	GL1 Officer:	ML4.
Track & Trace:	YES	Risk Assessment:	YES

Mitigation	Yes / No	Further Action Req
Hand Sanltsers	YES	ON ENTRY, BAR AREA.
Table Service	DAY TIME ONLY	USING BAR SERVICE MIGHT BAR CONTROLLER TO ALLOW ONLY 2 CUSTOMER AT TIME
Perspects	NO	USING CURTAIN SCREEN BETWEEN BOOTHS
Reduced Capacity	REDUCED FROM 550 TO 50	
One Way System	YES	USING FIRE DOOR FOR EXIT
Social Distancing - Maintained	YES	
Household Numbers Checked	YES	
Increased Cleaning	YES	

GENERAL OBSERVATIONS / COMMENTS

USING CURTAINS TO SCREEN OFF BOOTH WITH CUSTOMER SEATED BACK TO BACK WITH CUSTOMERS IN NEIGHBOURING BOOTHS - PHOTO TAKEN CONCERNS HOW CURTAINS ARE CLEANSED / CLEANED DUE TO CORONAVIRUS.

TRACK & TRACE CUSTOMER DETAILS LISTED ON DPS PHONE. ADVISED TO ENHANCE GOVERNMENT GUIDANCE ON KEEPING RECORDS FOR TRACK & TRACE.

Sample Advice and Assistance during COVID

COVID Risk Assessment: 18/08/2020

Dear [REDACTED]

Thank you for providing your COVID risk assessment.

Although you have made an attempt to detail your control measures for the premises, I do feel that it does not comprehensively detail all the significant risk factors when viewed against the government guidance.

I have attached a template which may assist you in achieving this, and the latest government guidance can be found at the following link. I would strongly recommend that the guidance is reviewed frequently for any updates: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

The Test and Trace guidance can be found at the following: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Although I do not propose to detail every issue that may need amending in your risk assessment, I have detailed a number of examples below below

Within the section Keeping customers and visitors safe, you may want to document how you are managing Test and Trace. I would strongly recommend that you also document that you are asking your guests whether they are from the same household given the additional COVID measures that Greater Manchester are currently working to. Having this documented can only assist you as a business operator, demonstrating that you are at least making efforts to ensure people are complying with the local legislation.

Your risk assessment mentions a pool table. If you are operating this then more detail should be provided in your RA as to how you are maintaining the cleaning/disinfection given that the virus can live approximately 72 hours. Are you disinfecting after each game, is the table booked to a certain group and the table is cleaned after that. These are all control measures that need to be documented if you are to offer that service safely.

Are the tables all 2 metres apart. If not then you may want to justify your mitigation, i.e. back to back may be >1 metre. you should also consider control measures if groups on different tables then turn around to talk to each other, particularly if they are less than 2 metres apart. I understand that you may have cloth barriers in certain areas, however, given that the virus lives for approximately 72 hours, you should consider how often these are being cleaned/changed etc.

You should detail how the queues are managed and who is responsible for this. Are there markings on the floor or are you reliant on security. I appreciate the difficulties with people queing, however, this is a particular area where people of different groups get very close and needs to be managed with vigilance.

At this stage I am of the opinion that your documented risk assessment is not suitable and sufficient as it fails to detail control measures that you may already have in place, and it lacking detail in certain aspects, with some examples provided above.

Can you therefore review your risk assessment against the current guidance to ensure all significant risks are documented. You can choose how you want to document your risk assessment, but the attached template has been provided to assist you, and has been designed specifically to match up with the guidance so all areas are considered.

If covid secure controls are not documented and put in place for employees and customers safety, you will be required to cooperate by a more formal approach. Therefore can you please provide me with your amended risk assessment within the next 7 days.

If you have any questions then please contact me.

Kind regards

--



Environmental Health Officer

Food, Health & Safety and Airport Team

Covid Track and Trace 16/10/2020

Dear [REDACTED]

Public Health (Control of Disease) Act 1984 and associated
legislation

Health and Safety at Work etc Act 1974

The Management of Health and Safety at Work Regulations 1999

Firstly, thank you for making time for [REDACTED] and I during our
visit to site yesterday to look at the current

COVID-19 controls in place. Following the site visit yesterday
please find below a summary of the points which require attention:

Bar Kitchen

There was no hand soap in the dispenser or paper towel at the wash hand basin in the bar kitchen area. The area required a deep clean. The painted wall covering behind the kitchen equipment sink is damaged.

Action / Recommendation:

Carry out a deep clean of the bar kitchen area, paying particular attention to walls, floor area, under equipment and hand contact points such as taps etc. Remove any clutter and items no longer in use to assist with effective cleaning. Repaint or replace the damaged wall coverings so that it is smooth and easy to clean.

Ensure there is always a supply of paper towel, hand soap and sanitiser available for staff to use at the wash hand basin.

Reinforce the importance of handwashing with signage.

Staff Locker Area

This area was quite cluttered and disorganised.

Action / Recommendation:

Reorganise the staff locker area to aid with cleaning and better

sanitation. Remove any items that could hinder easy access to lockers. Reinforce the maximum capacity with signage.

Hand Contact Points

The cleaning of hand contact points during operating hours needs to be increased.

Action / Recommendation:

Carry out an assessment of the hand contact points for staff and customers. Ensure that these areas are cleaned regularly during operating hours. Communicate requirements to staff and carry out training to ensure they are aware of what surfaces must be cleaned and how frequently this is carried out. Carry out monitoring and supervision to ensure tasks are being carried out correctly and following procedures.

Staff Training / Communication

Increase the communication with employees and regularly carry out observations to reinforce key messages. When observing the CCTV staff were observed coming into close contact with customers on occasion particularly when serving drinks.

Action / Recommendations:

Carry out regular monitoring and discuss observations with staff.
Ensure you are constantly reinforcing key messages. Ask for feedback on controls and how they can be improved and gather opinions on how staff feel they are working.

Games Machine

There weren't any sanitising wipes available for customers to clean the games machine prior to/after use or hand sanitiser available.

Advice / Recommendations

Ensure that there is a supply of sanitising wipes and hand sanitiser available for customers to use when using the games machine. Provide instructions / Signage for customers to ensure they clean before use.

Toilets

There was no signage advising maximum occupancy of the toilets.

Advice / Recommendations

Introduce a maximum capacity for the toilets to allow for social distancing. Reinforce this message with signage. Take the middle two wash hand basins out of use to encourage social distancing whilst handwashing.

Main Kitchen

There were several fruit flies in the main kitchen. The area required a deep clean and the wash hand basin was loose.

Action / Recommendations:

Contact your pest control company and ask them to carry out an appropriate treatment for fruit flies.

Carry-out a thorough deep clean of the main kitchen including behind and beneath equipment, wall surfaces and the floor area. Maintain these areas in a clean and hygienic condition.

Repair or replace the wash handbasin and ensuring that the basin is fixed to the wall, there is a constant supply of hot and cold running water and hand soap and paper towel are always available for staff to use.

I'm sure these matters will receive your immediate attention, please advise how you intend to review, implement, and manage the points highlighted above. If you would like to discuss any of these matters in more detail then please do not hesitate to contact me.

Many thanks for your cooperation to date.

Kind regards,



Food and Health and Safety Officer
Food, Health and Safety and Airport Team/COVID-19 Response Service
Compliance and Enforcement - Environmental Health

Premises	Tribeca, Sackville Street	Sheet No:
----------	---------------------------	-----------

Date of Contact:	21/8/2020
Officer(s) Dealing	11680
FWIN if Relevant.	

<p>Details of Contact:</p> <p>VLP i/c with [REDACTED] MCC LOOH, speak to with [REDACTED] DPS</p> <p>Re crime ref [REDACTED] - S18 assault outside the venue on 16/8/2020 - male sustains serious injury to his nose during fight (originally thought that it had been bitten but since confirmed this isn't the case).</p> <p>Limited write up by OIC / attending officer on iOPS.</p> <p>Incident Book had not been completed despite all door supervisors being involved - [REDACTED] stated a rough copy had been completed (but wasn't available) with the intention of completing the Incident Book later on which hasn't been done. Advised that the Incident Book should be completed as soon as possible after an incident, especially one where serious injury has resulted like this. I followed this up with an email to [REDACTED] and Serenity Security owner [REDACTED] advising about this.</p> <p>There was also an issue with supplying CCTV footage as [REDACTED] locked the system out (she said due to the stress of the situation she lost the password but has now had it reset and it's working again).</p> <p>Signature Simon Date 24/8/2020</p>
--

ML7

RECORD OF VISIT TO LICENSED PREMISES

Premises	TRIRCEA SACKVILLE ST	Exhibit Ref	23/1
Address	MICR	Exhibit Officer	11680
Telephone		Signature	
Email			

Day	Date	Time Commenced	Time Concluded
THURSDAY	24 TH SEPT 20	16-40	17-10

Officers Attending

Rank, Name, PIN & ext	11680	uniform	YES() NO()
-----------------------	-------	---------	--------------

MANAGEMENT OF PREMISES

Name of Licence Holder/ DPS		Are they Present	YES() NO()
If No, Person in Charge		Is there evidence of Authorisation	Yes / No
Area Manager			
Owning Company	SWI		

DOOR SPERVISION / DOOR POLICY

	Full Name	D.O.B	SIA Badgé Number	Badge	Comments
1.				Yes/no	
2.				Yes/no	
3.				Yes/no	
4.				Yes/no	

Name of door company	
----------------------	--

GENERAL

Offences Disclosed	YES() NO()	Further Action	YES() NO()
--------------------	--------------	----------------	--------------

Comments

Include FWIN number, reason/nature for visit and any further action needed etc...

- LICENSING VISIT WITH MARGARET LEWIS, LOOH MCC.
- FOLLOW UP TO VISIT ON 18/9/20.
- FULL BRIEFING GIVEN BY ML RE NEW REGULATIONS INC 10PM CURFEW FROM TODAY.
- NMS T+T NOW IN PLACE - ADVISED IF BACKUP IS BEING USED VIA MOBILE PHONE TEXT, MAKE SURE PHONE IS AT PREMISES
- DISCUSS CCTV CAMERAS NOT WORKING - HAZEL STATED THE CAMERAS NOT IN USE ARE UNUSED AND NOT BROKEN - VIEW CAMERAS. ALL AREAS COVERS BUT MELANINE WHICH IS NOT USED CURRENTLY.

Signature of OIC:		Dated: 24/9/20
Signature of DPS/Manager:		Dated:

REVIEW INCIDENTS + CHECK INCIDENT BOOK

• 287 + 320 | 11.9.20

INCIDENT BOOK STATES MALE SMOKING DRUGS AND ASSAULTED CUSTOMER WHO HAD JUST LEFT - POLICE ATTEND. REPORTED BY CCTV - NOT CONNECTED TO VENUE.

•  - 23/8/20.

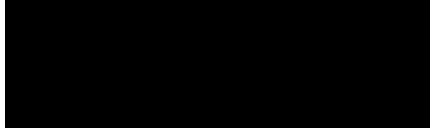
MALE REFUSED ENTRY AND BECAME VIOLENT. TOWARDS OTHERS IN THE GROUP, ASSAULTING ONE. VICTIM DIDN'T SUPPORT POLICE ACTION

ML8

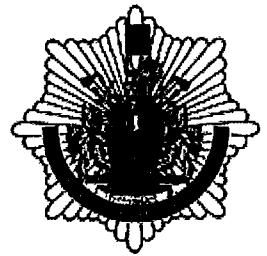
Your Reference

Our Reference PR1011541

Contact



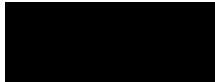
12/10/2020



**GREATER MANCHESTER
FIRE AND RESCUE SERVICE**

County Fire Officer Jim Wallace

Greater Manchester Fire and
Rescue Service
146 Bolton Road
Swinton
Manchester M27 8US
Telephone 0161 736 5866
Fax 0161 743 1777
www.manchesterfire.gov.uk



REGULATORY REFORM (FIRE SAFETY) ORDER 2005

PREMISES: TRIBECA
50
SACKVILLE STREET
MANCHESTER
M1 3WF

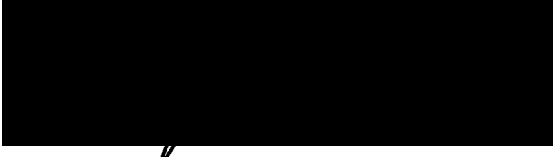
With reference to the fire safety visit of your premises on 09/10/2020, the following observations and recommendations are made to assist you in further reducing the risk of fire in your premises.

Advised to get FRA reviewed by competent person.
Advised that sleeping shouldn't happen.
Advised to get annual service for fire alarm to ensure it's in a fully functional order.

These observations are provided on an advisory basis only and as such are beyond the requirements of the above legislation.

Yours faithfully





On behalf of the
Greater Manchester Combined Authority

FS/ENF/FSO/27



Saturday 22 May 2021 Covid restriction too many people in no social distancing



MANCHESTER
CITY COUNCIL

**Licensing & Out of Hours Compliance
The Neighbourhoods Service**

PO Box 532,
Town Hall
Manchester,
M60 2LA

[REDACTED]
Tribeca,
50 Sackville Street,
Manchester,
M1 3WF

[REDACTED]
Ref: 704281

Date. 18 August 2021

Dear [REDACTED]

Ref: Tribeca, 50 Sackville Street, Manchester, M1 3WF

Licensing Act 2003,

Receipt of a Complaint

I write to you following receipt of 5 complaints concerning loud music emanating from the premises, on 3 of these report officers have attended the premises and spoken to the person in charge on the night. The problem is reported to be generally occurring mainly at the weekends into the early hours of the morning

I am writing to you to make you aware of this complaint to ask you to consider if this problem is or has been occurring. At this stage I have not carried out any other investigation. However, if the alleged problem has been occurring, I would ask that you take the necessary steps to ensure that it does not happen in the future.

I would like to take this opportunity to remind you of your obligations under the Licensing Act 2003 to uphold all of the "Licensing objectives." The licensing objectives are the prevention of public nuisance, public safety, the protection of children from harm, and the prevention of crime and disorder.

Under the Licensing Act 2003 any responsible authority or interested party, including local residents, can request a Review of a premises license if it is felt that any of the Licensing Objectives are not being upheld in relation to the premises. As a result of any review that may take place, additional conditions, changes in licensable activities or a restriction in a premises operating hours may be imposed.

Please review your licence, and ensure you comply with all its terms and conditions. You should be aware that under Section 136 of the Licensing Act 2003 subsection it is an offence to carry on or attempt to carry on a licensable activity on or from any premises otherwise than under and in accordance with an 'authorisation' or knowingly allow a licensable activity to be so carried on

An authorisation includes a premises licence, club premises certificate or temporary event notice. A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to an unlimited fine, or to both.

You should be aware that we may now carry out monitoring visits to your premises or the area around it to establish the extent to which the noise is occurring and causing a nuisance.

Environmental Protection Act 1990

The Environmental Protection Act 1990 allows the Council to serve a Statutory Nuisance Abatement Notice where it is satisfied that a Statutory Nuisance exists. A Statutory Nuisance Abatement Notice is a legal document that requires those responsible for the nuisance to abate it. Failure to comply with such a Notice is a criminal offence. Should we obtain satisfactory evidence that a Statutory Nuisance is being caused by loud music we will not hesitate to take this enforcement action

Review

Under the Licensing Act 2003 any responsible authority or interested party, including local residents, can request a Review of a premises license if it is felt that any of the Licensing Objectives are not being upheld in relation to the premises. The licensing objectives are the prevention of public nuisance, public safety, the protection of children from harm, and the prevention of crime and disorder. As a result of any review that may take place, additional conditions, changes in licensable activities or a restriction in a premises operating hours may be imposed

If you have any questions about this letter or wish to discuss this further please contact me on the number above

Yours sincerely

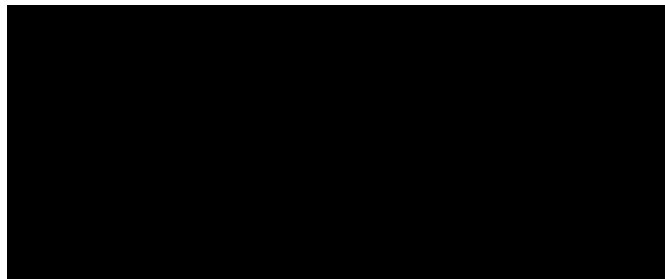
Licensing & Out of Hours Officer



MANCHESTER
CITY COUNCIL

Dulcet Sounds Ltd
Tribeca,
50 Sackville Street,
Manchester,
M1 3WF

Licensing & Out of Hours Compliance
The Neighbourhoods Service
PO Box 532,
Town Hall
Manchester,
M60 2LA



Date: 18 August 2021

Dear Company Secretary

Ref: Tribeca, 50 Sackville Street, Manchester, M1 3WF

Licensing Act 2003,

Receipt of a Complaint

I write to you following receipt of 5 complaints concerning loud music emanating from the premises, on 3 of these report officers have attended the premises and spoken to the person in charge on the night. The problem is reported to be generally occurring mainly at the weekends into the early hours of the morning.

I am writing to you to make you aware of this complaint to ask you to consider if this problem is or has been occurring. At this stage I have not carried out any other investigation. However, if the alleged problem has been occurring, I would ask that you take the necessary steps to ensure that it does not happen in the future.

I would like to take this opportunity to remind you of your obligations under the Licensing Act 2003 to uphold all of the "Licensing objectives." The licensing objectives are the prevention of public nuisance, public safety, the protection of children from harm, and the prevention of crime and disorder.

Under the Licensing Act 2003 any responsible authority or interested party, including local residents, can request a Review of a premises license if it is felt that any of the Licensing Objectives are not being upheld in relation to the premises. As a result of any review that may take place, additional conditions, changes in licensable activities or a restriction in a premises operating hours may be imposed.

Please review your licence, and ensure you comply with all its terms and conditions. You should be aware that under Section 136 of the Licensing Act 2003 subsection it is an offence to carry on or attempt to carry on a licensable activity on or from any premises otherwise than under and in accordance with an 'authorisation' or knowingly allow a licensable activity to be so carried on.

An authorisation includes a premises licence, club premises certificate or temporary event notice. A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to an unlimited fine, or to both.

You should be aware that we may now carry out monitoring visits to your premises or the area around it to establish the extent to which the noise is occurring and causing a nuisance.

Environmental Protection Act 1990

The Environmental Protection Act 1990 allows the Council to serve a Statutory Nuisance Abatement Notice where it is satisfied that a Statutory Nuisance exists. A Statutory Nuisance Abatement Notice is a legal document that requires those responsible for the nuisance to abate it. Failure to comply with such a Notice is a criminal offence. Should we obtain satisfactory evidence that a Statutory Nuisance is being caused by loud music we will not hesitate to take this enforcement action.

Review

Under the Licensing Act 2003 any responsible authority or interested party, including local residents, can request a Review of a premises license if it is felt that any of the Licensing Objectives are not being upheld in relation to the premises. The licensing objectives are the prevention of public nuisance, public safety, the protection of children from harm, and the prevention of crime and disorder. As a result of any review that may take place, additional conditions, changes in licensable activities or a restriction in a premises operating hours may be imposed.

If you have any questions about this letter or wish to discuss this further please contact me on the number above.

Yours sincerely

Licensing Out of Hours Officer



MANCHESTER
CITY COUNCIL

The Neighbourhoods Service
Growth & Neighbourhoods
Licensing and OOH Compliance Team
PO Box 532
Town Hall
Manchester
M60 2LA

[REDACTED]
C/O 50 Sackville Street
Manchester
M1 3WF

[REDACTED]
Date. 2 October 2021

Invitation for a Pre – Review Meeting
Licensing Act 2003

Further to our letter dated 18 August 2021 advising that we have 5 separate noise complaints against Tribeca we have received another complaint. A number of meetings have been held between yourself, Licensing out of hours (LOOH) and GMP regarding ongoing issues and complaints, to assist you and try and resolve issues. These continued and you were issued with an action plan.

Notwithstanding all the support offered you are still failing to comply with the conditions of your premises licence, which is an offence under section 136 of the Licensing Act 2003.

For the avoidance of doubt, the conditions not being complied with are as follows:

Annex 2 CONDUCT OF THE PREMISES

- 10. The Licence holder shall ensure that noise shall not emanate from the licensed premises such as to cause persons in the neighbourhood to be unreasonably disturbed. Any form of amplification shall be so controlled by the licensee so as to prevent such a disturbance.
- 11. The Licence holder shall at all times ensure that persons on or leaving the licensed premises conduct themselves in an orderly manner and do not in any way cause annoyance to residents and/or persons passing by.

Annex 2 GENERAL

- 75 An automatic control monitor (noise limiting device) shall be maintained at levels agreed by the Pollution Control Section in order to restrict noise to levels that will not cause disturbance to occupiers of flats located above the premises
- All music (live or recorded) played must be channeled through the noise limiting device.

Annex 3

- 3. Management shall liaise with local residents
- 12 On Sunday to Thursday, door supervisors shall be on duty from 21:30 hours until the area immediately outside the premises is clear of customers at the close of business

Door supervisors shall ensure that persons arriving, or departing do so without causing incidents of disorder or public nuisance. Door supervisors shall be employed at the ratio of 1 door supervisor for every 100 customers (or part thereof).

- 13. On Fridays and Saturdays, a minimum of 2 SIA registered door-staff shall be employed from 2100 hours until the area immediately outside the premises is clear of customers at the close of business. Door supervisors shall ensure that persons arriving or departing do so without causing incidents of disorder or public nuisance. When the occupancy exceeds 200 persons, additional door supervisors shall be employed at the ratio of 1 door supervisor for every 100 customers (or part thereof).

Action Plan Breaches

- All senior members of staff are familiar with the CCTV and are trained to access, retrieve footage on request.

It is my intention to apply to the Licensing Authority for a Review of your Premises License. However before I do so, I would like to invite you to a meeting to discuss the breach of your license and whether this matter can be resolved without the need for formal action.

This pre-review meeting will be held at Tribeca Wednesday 6 October 2021 at 13:00

If you cannot attend at the above time and date, please contact me at your earliest opportunity to rearrange. Please note that this is not a formal interview, however you may bring legal representation if you wish.

This meeting offers you a final opportunity to justify why a review of your licence is not necessary. If you choose not to attend the meeting, we will have to base our decision on what action is necessary without the benefit of any further information you might have provided

Please confirm your attendance at the meeting by emailing me at


Yours sincerely

Margaret Lewis
Licensing and out of hours compliance officer



The Neighbourhoods Service
Growth & Neighbourhoods
Licensing and OOH Compliance Team
PO Box 532
Town Hall
Manchester
M60 2LA

Dulcet Sounds Limited
50 Sackville Street
Manchester
M1 3WF



Date. 2 October 2021

Invitation for a Pre – Review Meeting
Licensing Act 2003

Further to our letter dated advising that we have 5 separate noise complaints against Tribeca we have received another complaint. A number of meetings have been held between yourself, Licensing out of hours (LOOH) and GMP regarding ongoing issues and complaints, to assist you and try and resolve issues. These continued and you were issued with an action plan

Notwithstanding all the support offered you are still failing to comply with the conditions of your premises licence, which is an offence under section 136 of the Licensing Act 2003.

For the avoidance of doubt, the conditions not being complied with are as follows:

Annex 2 CONDUCT OF THE PREMISES

- 10. The Licence holder shall ensure that noise shall not emanate from the licensed premises such as to cause persons in the neighbourhood to be unreasonably disturbed. Any form of amplification shall be so controlled by the licensee so as to prevent such a disturbance
- 11. The Licence holder shall at all times ensure that persons on or leaving the licensed premises conduct themselves in an orderly manner and do not in any way cause annoyance to residents and/or persons passing by.

Annex 2 GENERAL

- 75 An automatic control monitor (noise limiting device) shall be maintained at levels agreed by the Pollution Control Section in order to restrict noise to levels that will not cause disturbance to occupiers of flats located above the premises
- All music (live or recorded) played must be channeled through the noise limiting device.

Annex 3

- 3. Management shall liaise with local residents
- 12. On Sunday to Thursday, door supervisors shall be on duty from 21:30 hours until the area immediately outside the premises is clear of customers at the close of business. Door supervisors shall ensure that persons arriving, or departing do so without causing

incidents of disorder or public nuisance. Door supervisors shall be employed at the ratio of 1 door supervisor for every 100 customers (or part thereof)

- 13 On Fridays and Saturdays, a minimum of 2 SIA registered door-staff shall be employed from 2100 hours until the area immediately outside the premises is clear of customers at the close of business. Door supervisors shall ensure that persons arriving or departing do so without causing incidents of disorder or public nuisance. When the occupancy exceeds 200 persons, additional door supervisors shall be employed at the ratio of 1 door supervisor for every 100 customers (or part thereof).

Action Plan Breaches

- All senior members of staff are familiar with the CCTV and are trained to access, retrieve footage on request.

It is my intention to apply to the Licensing Authority for a Review of your Premises License. However, before I do so, I would like to invite you to a meeting to discuss the breach of your license and whether this matter can be resolved without the need for formal action.

This pre-review meeting will be held at Tribeca Wednesday 6 October 2021 at 13:00

If you cannot attend at the above time and date, please contact me at your earliest opportunity to rearrange. Please note that this is not a formal interview, however you may bring legal representation if you wish.

This meeting offers you a final opportunity to justify why a review of your licence is not necessary. If you choose not to attend the meeting, we will have to base our decision on what action is necessary without the benefit of any further information you might have provided.

Please confirm your attendance at the meeting by emailing me at

Yours sincerely

Margaret Lewis
Licensing and out of hours compliance officer



MANCHESTER
CITY COUNCIL

[REDACTED]
C/O 50 Sackville Street
Manchester
M1 3WF

The Neighbourhoods Service
Growth & Neighbourhoods
Licensing and OOH Compliance Team
PO Box 532
Town Hall
Manchester
M60 2LA

[REDACTED]
Date: 8 October 2021

Pre – Review Meeting
Licensing Act 2003

Re: Tribeca 50 Sackville Street, Manchester, M1 3WF
Environmental Protection Act 1990, Licensing Act 2003,

Further to our meeting Thursday 7 October 2021, attended by:

Margaret Lewis
Simon Braithwaite

Licensing out of Hours Compliance Officer
GMP licensing officer
Licencee, Dulcet Sounds Limited
Designated Premises Supervisor DPS
Manager
Resident/Employee
Head of Security SNJ services

The purpose of the review meeting was to discuss the failure to comply with the conditions of the licence as set out in the review letter dated 2 October 2021, alongside a number of incidents at the premises reported to Greater Manchester Police in the last few months.

We discussed the running of the venue in general, and how it needs to improve, which included management of the venue and control when holding events and outside promoters.

To be actioned:

The completion of an incident book, which should be done for all incidents including every time a person is ejected, physical force is used by staff, there is a particularly problematic customer, the emergency services are called and anything else of note, an entry should be made, it should be dated, and signed with the person's name printed with an appropriate amount of detail.

The SIA signing in book should be correctly completed SIA staff should sign in and sign out, write their full names and their full SIA numbers and this should be legible

An automatic control monitor (noise limiting device) shall be maintained at levels agreed by the Pollution Control Section in order to restrict noise to levels that will not cause disturbance to occupiers of flats located above the premises All music (live or recorded) played must be

channeled through the noise limiting device. Noise emanating from the premises will be monitored, [REDACTED] has produced a noise management plan

We discussed previous meetings, licensing visits and Action Plans at Tribeca.

Please be aware that it is your responsibility to be aware of the conditions of your licence, a full licence inspection will be carried out at Tribeca on **Wednesday 3 November 2021 at 1pm**, checks will also be made on this visit that all the actions of the pre review meeting have been completed.

It was explained in the meeting that continued failure to comply with the conditions could result in a formal review.

Yours sincerely

Margaret Lewis
Licensing and out of hours compliance officer



[REDACTED]
Tribeca
50 Sackville Street
Manchester
M1 3WF

The Neighbourhoods Service
Growth & Neighbourhoods
Licensing and OOH Compliance Team
PO Box 532
Town Hall
Manchester
M60 2LA

Date: 1 December 2021

Our ref: 267303

Dear Hazel

Licensed Premises Inspection
Licensing Act 2003

Following my visit to your premises on 3 November 2021 it was found that you were not fully complying with all the conditions within your premises licence. I have enclosed a copy of your licence and highlighted the relevant conditions which were not being upheld at the time of my visit. It was agreed that you would take the necessary steps to ensure that you fully comply with the highlighted conditions following my inspection visit.

As we discussed during the visit, it was also established that: your current licence is a grandfather licence and many of the points on the licence are no longer relevant and could be removed through a variation, however while they are still on the licence and failures would be treated as a breach of your licence. It was also established that you did not have your summary on display and you did not have the required no smoking signs.

You should be aware that under Section 136 of the **Licensing Act 2003** it is an offence to carry on or attempt to carry on a licensable activity on or from any premises otherwise than under and in accordance with an 'authorisation' or knowingly allow a licensable activity to be so carried on. An authorisation includes a premises licence, club premises certificate or temporary event notice. A person found guilty of these offences is liable on conviction to 6 months imprisonment and an unlimited fine.

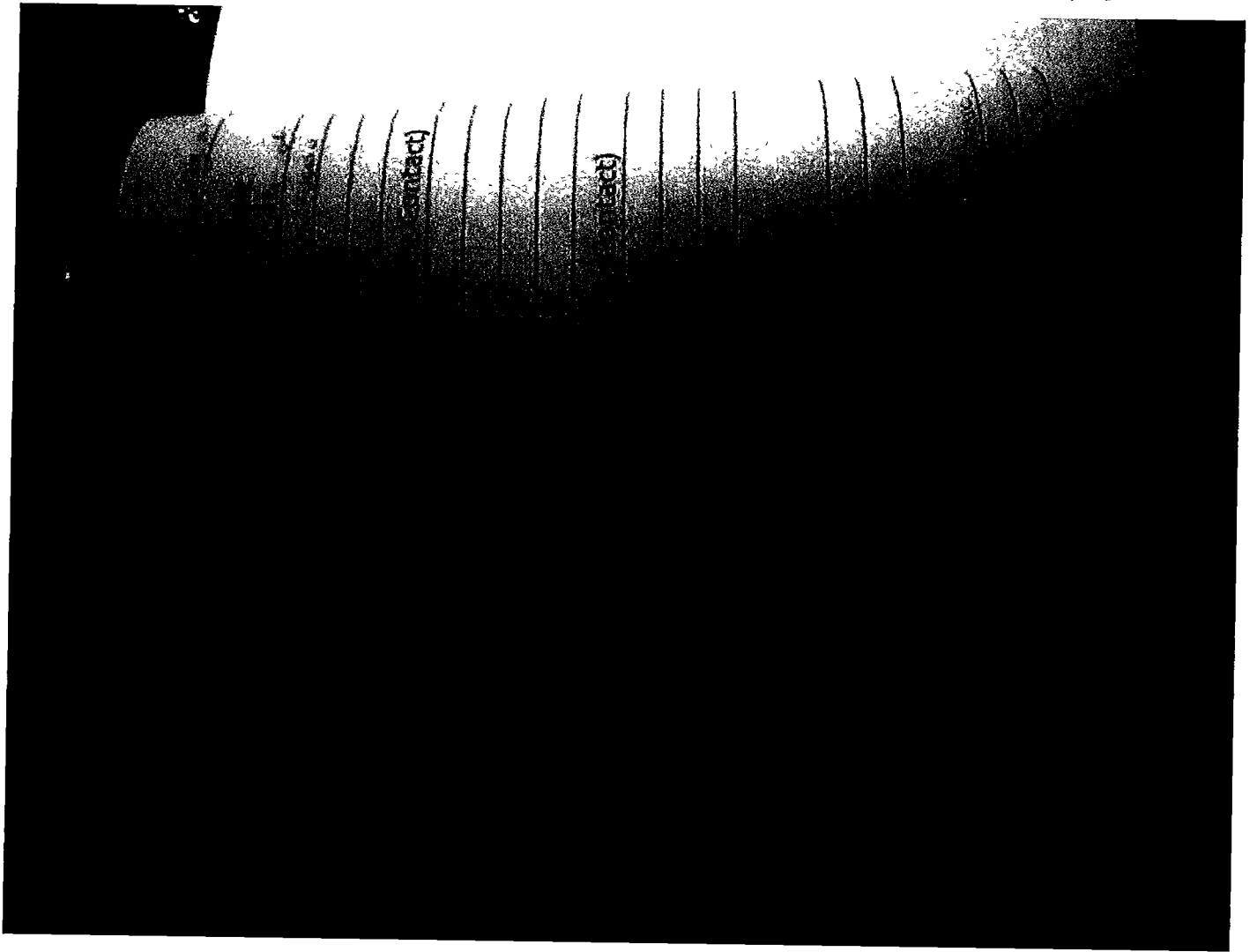
You were advised that I would be revisiting your premises to ensure that the above matters have been addressed and I would like to inform you that I intend to visit your premises again on **Friday 17 December 2021 at 17:00** to confirm that you are now complying with all the conditions within your licence.

If you will be unavailable for the above proposed revisit, please contact me using the above details at your earliest opportunity to arrange a more mutually convenient time and date.

In the meantime, may I thank you for your anticipated cooperation and I look forward to seeing you on the **Friday 17 December 2021 at 17:00**

Yours sincerely,

Margaret Lewis
Licensing and out of hours compliance officer



Voice Recording

from 01/01/2022 00:00 to 02/01/2022 02:36

Date	Call Type	Radio System	Sender	Group	Logical Group	Recipient	Message	Details
01/01/2022 00:34	Group Call	NITENET	BANYAN (SPINNINGFIELD S)			NITENET	Radio 'BANYAN (SPINNINGFIELDS)' calls group 'NITENET' (00:31)	Members: BANYAN (SPINNINGFIELDS), CCTV 3, TRIBECA
01/01/2022 02:51	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:19)	Members: TRIBECA, CCTV 3
01/01/2022 02:52	Group Call	NITENET	MCC TM RANK (PETER STREET) 2			NITENET	Radio 'MCC TM RANK (PETER STREET) 2' calls group 'NITENET' (00:40)	Members: MCC TM RANK (PETER STREET) 2, CCTV 4, TRIBECA
01/01/2022 14:02	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:12)	Members: TRIBECA, CCTV 4
01/01/2022 21:45	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:08)	Members: TRIBECA, CCTV 3
02/01/2022 00:15	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:06)	Members: TRIBECA
02/01/2022 00:20	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:13)	Members: TRIBECA, CCTV 4
02/01/2022 00:20	Group Call	NITENET	CCTV 4			NITENET	Radio 'CCTV 4' calls group 'NITENET' (00:13)	Members: CCTV 4, TRIBECA
02/01/2022 00:53	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:03)	Members: TRIBECA
02/01/2022 02:36	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:10)	Members: TRIBECA, CCTV 3
02/01/2022 02:36	Group Call	NITENET	TRIBECA			NITENET	Radio 'TRIBECA' calls group 'NITENET' (00:06)	Members: TRIBECA
Total:								11

M15

Meeting with Tribeca in relation to event on New Years Day, Meeting room 1004 Brogden 17:30 14 January 2022. In attendance:

Margaret Lewis LOOH (ML)

PC Simon Wootton GMP

DPS/Licensee [REDACTED] (HO)

[REDACTED]

ML asked [REDACTED] how many times she might appear on CCTV as she had told ML when they collected the CCTV that she might be seen on it a few times, although she should be isolating, she said she did not say this and she cannot be seen [REDACTED] then went on to say she must have been meaning [REDACTED] CS stated he had not seen her since starting at around 18:00.

ML asked HO explained what had happened on the night of 1 January 2022 into the morning of the 2nd from her perspective.

[REDACTED] stated she received a call from Sgt O'Donnell, and she explained she was not on and gave him [REDACTED]s number.

ML asked her when she became aware that there was an issue, She first started saying that she saw it on CCTV and then went on to say that [REDACTED] had text her little after midnight regarding an issue with the drains, HO stated they tried to call emergency plumbers but were unable to get one and at at 0:30 she had text giving permission to close.

ML advised that from the information from Sgt O'Donnell they were contacted as Nite net had been in touch stating that Tribeca had a queue that they could not get rid of as tickets had been oversold.

H was adamant that this was not the case they had 350 they had sold 250 in advance in and still had room for another 200, but he basement was out of action, she disputed the figures of there being up to 200 outside, she said more like 120. (without the basement the capacity in 350 ground floors 50 in the mezzanine) and that they would have been able to fit everyone in. H saw the queue forming and asked for downstairs to be open, that when informed of the flooding. PC Wootton saw the email/whatsApp conversation regarding it.

Search policy added to the queue forming

This was quite early and event like this people come out late so it could have been the case that more people would have turned up later and they would not have had capacity.

ML asked who was in charge on the night informed it was S [REDACTED] and bar supervisor H admitted that she did not have the experience.

H & C Stated that the q was controlled, and it only became a problem when the police arrived as some in the group are against the police, they stated there was no incident outside the front of Tribeca, SIA and Police managed to control and disperse the queue, the issue started on Whitworth Street which H could not see from [REDACTED] she was aware of an increasing number of police and some taunting of them from the crowd, she saw batons drawn and though there had been a murder, she believes that the drawing of the batons was a catalyst for what happen as this antagonised the situation.

She enquired as to the welfare of officers to Sgt O'Donnell.

H & C both said that the outside area was clear before they dispersed those inside, which is contrary to what had been reported, PC Wootton, checked the CCTV and this appears to be substantiated.

H was asked to supply information to Sgt O'Donnell which they stated they had

ML Question H on the information supplied as to whether these were in use on the night also where they came from, H stated the Dispersal Policy and search policy was from C who confirmed that they were. ML again pressed them as to whether these documents were in place and why ML had not seen them on the 3 recent visits to the venue if these were in place.

ML pointed out that it looks as though these had just been produced from anywhere downloaded from a site on the spur of the moment, as it contains no details that relate to Tribeca it stated for Enquiries visit... or email details

Dispersal onto ML advised that if this was produced at committee it would not be in her favour.

ML also spoke about an incident seen on CCTV where at least 4 SIA had to get hands on with a male who looked either intoxicated or refusing to leave, it was not written up neither, so what else is not getting written up.

Talked about the incident of the night not being written up, H&C tried to say that the log written on [REDACTED] request replaced the incident book as it a true event of what happened on the night. ML said but its what you have got together and produced after the fact watching CCTV and document what went on that not what it is.

It supposed to be what you did on the night from what you recall and it not adequate what was written at this point H became emotional and left the room came back thanking C for all his assistance, but she feels let down and what each guard to spend half an hour at the end of each night writing up.

H&C asked what the out come of this meeting might be ML read through an email sent to H from PC Braithwaite after a visit by him and ML highlighting recent incidents of concern and here not being much detail regarding them, the state of the incident book.

Gave suggestion of what to do to minimise such incidents, and failurre to do this could result in enforcemnet action Via a review.

C stated so H did need legal representation if she can be reviewed on the back of this, ML explained no this was a meeing to discuss what had happened from the point of view of H

If a review was going to be had it would be as dispite all the involvement and contacts that we have had with H and the continuing challenges we are having, if it was just on this one occassion it

would be and expiditary review.

H asked continuing issues? ML set them out the failure to correctly fill in the incident book the CCTV being 45 minutes out, supplying paper work from who knows where, ML tried to say the fact that they had a queue as the toilets had flooded was not H fault but H was saying it was her fault and it should have been prevented and the know have to tools should it happen again.

H&C asked what could be the outcome of review, informed by ML licence could taken off them, hours reduced but lets not preempt anything. H stated looked into doggy day care as stil has 7 year lease.

ML asked if the CCTV had been fixed this turn into a debate of H stating they do not know as they have been open, ML staing so its not fix and H saying they dont know for about 6 times ending in H stating that one of the other managers might have fixed it but if not They will ensure its fixed before the premises opens tonight.

H was saying in her defence regarding all the complaints they use to get regarding noise and this has now been sorted, went on to say she has been on edge as she does not think it right that an officer tell the manage [REDACTED] in the night that they are going to have them in in Wednesday and have their licence off them.

ML and PC Wooton advised that how it played out on the night who ever said could well have been within their rights to say it as thing could have turned nasty real quickly and they were only in that

position as they had to come and deal with Tribeca's door as they could not do it by themselves.

ML explained to H that she will speak with her manager and revisit the CCTV and Pc Wootton will tal to Sgt and we will get back to them however ML not on a Day shift till Friday 21 January.

DISPERSAL POLICY

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

2. LOCAL CO-OPERATION

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

The premises will, where practicable, work in partnership with Responsible Authorities through Pubwatch or similar partnership group to share information and best practice.

Where reasonably possible, the Premises will actively enrol in schemes such as area wide joint-radio systems, with the Police or other Responsible Authorities.

3. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto [Insert Street Name].

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

[Insert Times & Conditions]

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patrons attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leave the premises.

4. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Door Supervisors will be tasked with:

- **Management of the Queue to Enter the Premises.** Where a queue forms they will monitor to ensure the behaviour of those queuing is conducive with the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result.

An appropriate member of staff should also ask people to have their ID ready to show at the door.

Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

- **Dispersal from the Premises.** During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- How to get home?
- Where they can go next?
- Where they can get some food?

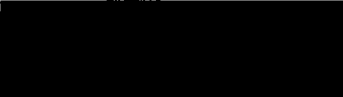
By providing this information it can encourage them to leave the immediate area more quickly.

Just because someone arrived using one form of transport, do assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Call a local taxi
 - Provide information on local bus / train / underground routes
 - Help to locate their friends
 - Call someone for them
- **Door Supervisors will be easily identifiable.** The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform or high visibility jacket will provide greater awareness of their presence. [Identify chosen Option]

Action Points:

Door Supervisors can expediate the dispersal of patrons with their actions both at closing time and throughout the night by:

- 
- Controlling the level of intoxication of patrons throughout the night and acting appropriately when people become intoxicated. [Recommendation] Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises.
 - Prevent re-entry after [Insert Time]
 - Encourage patrons to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of patrons all leaving at the same time.
 - Provide information about the transport options from the premises.
 - Remove drinks and glasses and bottles from those leaving the premises
 - Remind people who are leaving to do so quietly and direct their attention to the signs displayed
 - Ask patrons not to assemble or loiter outside the premises once they have left; politely reminding people who do not comply that they may be refused entrance in the future if they fail to disperse.

5. MARSHALLS

Marshalls are licensed Door Supervisors who work away from the premises and provide a highly visible presence in the immediate local area, providing reassurance to residents and controlling antisocial behaviour from patrons; they have two main roles:

- **Taxi Marshals** - To monitor and control organised taxi ranks.
- **Area Marshals** - To patrol and monitor the local area to ensure that patrons disperse effectively and do not contribute to anti-social behaviour in the local area. Area Marshals will have a detailed knowledge of all transport options in the area and provide directions for patrons who may be loitering in the vicinity of the premises.

Marshals will be easily identifiable by way of their uniform or high visibility jacket / vest. They will have direct communication with the premises via a two-way radio and to the police with mobile phones programmed with the appropriate local emergency number.

Area Marshals shall always operate in pairs.

Marshals often work in co-operation with other local businesses in order to reduce costs and to deal with issues which arise as a result of multiple business activities in the local area.

6. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs highlighting the Entry Requirement of the Premises
- Signs requesting patrons to Leave Quietly and Respect the Neighbours
- Signs to inform patrons that drinks may not leave the premises at any time.

These signs are to be displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) - The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every patron must have left the premises; [Recommended Option] this coincides with the closing time of the bar.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) - External lighting should be sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave; patrons may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

7. TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- **Taxi & Taxi Ranks** - The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival.

Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- **Local & Night Bus Services** - [Insert Details]
- **Underground** - [Insert Details]
- **Main Line Trains** - [Insert Details]
- **Car Parks** - [Insert Details] E.g. The use of cars as a form of transport will be discouraged.

Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.

8. SMOKING AREAS

The Premises operates a controlled smoking area at [Insert Location].

The maximum number of patrons permitted in the smoking area at any one time is restricted to [Insert Maximum Number]. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

[Insert any Time Considerations and premises Licence Conditions Relating to the Premises Licence]

The smoking area is specifically for smokers and [Recommended Option] no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises [Recommended Option] and at the same time the bar is closed.

[Where the Smoking Area is to the Front of the Premises] The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time.

9. BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

[Option] No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the Door Supervisor to ensure none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area.
- [Option] Use only plastic or polycarbonate drinking vessels
- Prior to closing the premises check that all litter to the front of the premises has been cleared

- Sweeping outside the premises at the end of the session not only clears smaller rubbish, but may assist in getting patrons to move away from the premises.

10. CLOAKROOM & LOST PROPERTY

Patrons shall be reminded by way of notices and announcements that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night. This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags.

Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

Any possessions that are found left behind at the end of an event will be held for a period of three months unless claimed by their owner. At this time they will be donated to local charities and no claim can be made against the company. Notices to this effect will be displayed at the premises.

11. 'SOFT CLOSURE' - MUSIC & ENTERTAINMENT

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

[Option] Different parts of the premises will be closed at different times [Provide Further Details]

[Option] The Music volume will be turned down 30 minutes prior to the premises closing and turned off 20 minutes before closure of the premises. This advises patrons that the premises is closing and also allows them to finish their drinks in a quieter environment; this in turn will reduce the noise patrons make when they leave. Patrons who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

The type of music being played in the last hour prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the hour prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

1. Patrons will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase a last drink if they wish to do so.
2. 'Time' will then be announced when the bar closes.
3. Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.
4. 10 Minutes after 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.

5. 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.
6. 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.

12. CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However additional consideration can be given to the following:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of patrons are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.
- Providing perceived incentives; such as giving patrons a lollipop as they leave, not only does this seem like an incentive, someone with a lollipop in their mouth will talk less

1. ID

The minimum age of entry into the ("Club") is 18 unless stated otherwise. Valid ID is required to enter the Club. We will only accept government issued ID such as a photo card driving licence, passport or PASS identification card bearing the PASS hologram.

In conjunction with local authority guidance, we operate an ID seizure policy whereby any false ID will be confiscated and handed over to the police.

For more information on The National Proof of Age Standards Scheme (PASS) please visit their website at www.pass-scheme.org.uk.

2. STUDENT ID

Discounted student tickets are displayed on the event ticket page. Please ensure you bring a valid student ID. Anyone who does not display a valid student ID will have to pay the standard general admission price.

3. DRESS CODE

We ask that our customers arrive smartly dressed and keep it stylish, fashionable and fresh. We work hard to make sure the Club looks ready for you to party so we ask that you do the same. Appropriate jeans, t-shirts and branded trainers are all acceptable. Tracksuits and sportswear are not permitted. Refunds will not be issued on refusal of entry due to our dress code.

4. SEARCH POLICY

Search procedures are within the legal rights of Club and it is a condition of entry to the Club that all customers agree to be searched prior to entry and throughout the duration of their attendance at the Club (if we should deem necessary). This is for the safety of all our customers. Customers will only be searched by a member of the same sex. If customers refuse to be searched, they will be refused entry and escorted off the premises and refunds will not be issued.

We operate a zero-tolerance policy on drugs and anyone who we (in our sole opinion) suspect of taking, dealing or asking for drugs will be searched and ejected from the Club. In instances where drugs are found, customers will be detained, and the matter will be reported to the police. Any customers found to be in possession of offensive weapons of any kind will be detained, and the matter will be reported to the police.

5. ENTRY REFUSAL

The Club's management team reserve the right, at its sole discretion, to refuse admission into the Club. If you are old enough, look the part and act the right way then you will be welcomed into the Club.

We encourage people to drink responsibly and we reserve the right to refuse admission or service to any customers who we believe (in our sole opinion) are, or appear to be, intoxicated. Anti-social behaviour will not be tolerated and will also lead to refusal of entry to the Club.

Advertised event times do not reflect the entry times.

6. REFUND & CANCELLATION POLICY

All prepaid tickets and packages are sold on a non-refundable basis.

VIP operates a 48-hour cancellation policy, so if you need to cancel your reservation you should do so no less than 48 hours prior to the event date in order to receive a full refund (less any booking fees). Any cancellation less than 48 hours prior to event date will result in the full package charge being non-refundable.

7. PHOTOGRAPHY

Personal photos are permitted in the Club. Unauthorised filming or photography of any kind at the Club is strictly prohibited. Anyone found doing so without our prior written consent is at risk of having his or her property confiscated and being ejected from the Club.

There may from time to time be promotional and/or commercial photography and visual and/or audio recording of the Club, the DJ's and the customers. By entering the Club, you consent to the filming and recording of your likeness for use by Club for any purpose and in all media.

8. LOST PROPERTY

If an item is found at the Club or left in the cloakroom and not collected, we will endeavour to store the item for a maximum of 30 days. If you have lost an item or had one held during the night but not collected it, please send us a message, you can contact us via [club](#) with as much detail about the item as possible. The more detail you give us the easier it is for us to attempt to locate your item.

9. TICKETING ENQUIRIES

For ticketing enquiries please visit _____ or email.

10. LARGE GROUP ENQUIRIES

VIP takes bookings of large mixed male and female groups only. If you are a large single sex group, please contact _____ prior to booking. Any booking of large single sex groups without contacting us in advance will result in the tickets being non-refundable.

ML18a



**The Neighbourhoods Service
Growth & Neighbourhoods**
Licensing and OOH Compliance Team
PO Box 532
Town Hall
Manchester
M60 2LA
To reply please contact.
Margaret Lewis

[REDACTED]
C/O 50 Sackville Street
Manchester
M1 3WF

[REDACTED]

Date: 27 January 2022

Dear Hazel,

Licensing Act 2003

Re: Tribeca 50 Sackville Street, Manchester, M1 3WF

Further to our meeting Thursday 14 January 2022, attended by:

Margaret Lewis
Simon Wootton
[REDACTED]

Licensing out of Hours Compliance Officer
GMP licensing officer
Licensee BPC Leisure Limited
Designated Premises Supervisor DPS
Head of Security

The purpose of the meeting was to discuss the events leading up to the attendance of GMP on the morning of 2 January 2022.

On reviewing the information gathered failure to adhere to the following condition on your licence.

Annex 2 - 53

All parts of the premises and all fittings and apparatus therein, including seating, door fastenings and notices, and the lighting, heating, electrical and other installations must be maintained at all times in good order and condition to the satisfaction of the Council.

In that on the night there was a defective drainage system which we believe was not a unknown/emergency situation, rendering part of your venue unusable, and facilities namely the bathroom unusable.

This led to customers not being able to gain access to the premises and significant numbers congregating outside resulting in Greater Manchester Police being called to assist with the dispersal of the crowds and premises.

LOOH and GMP have met with you several times, made suggestions and provided guidance in order for you to uphold your obligations under the licensing objectives and adhere to the conditions on your licence. The next stage as the licensing objectives are continually being undermined, is for the Licensing & Out of Hours Team to review your premises licence before the Licensing Committee to take remedial action as they feel appropriate.

Yours sincerely

A solid black rectangular box used to redact the signature of Margaret Lewis.

Margaret Lewis
Licensing and out of hours compliance officer

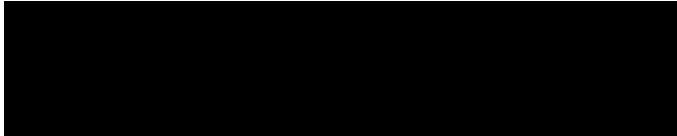
ML186



**MANCHESTER
CITY COUNCIL**

**The Neighbourhoods Service
Growth & Neighbourhoods**
Licensing and OOH Compliance Team
PO Box 532
Town Hall
Manchester
M60 2LA
To reply please contact:
Margaret Lewis

BPC Leisure Limited
Apartment 8,
Centenary Plaza
18 Holliday Street
Birmingham
B1 1TB



Date. 27 January 2022

Dear Company Secretary,

Licensing Act 2003

This letter is just for your record as information from a meeting

Re: Tribeca 50 Sackville Street, Manchester, M1 3WF

Further to our meeting Thursday 14 January 2022, attended by:

Margaret Lewis
Simon Wootton



Licensing out of Hours Compliance Officer
GMP licensing officer
Licensee BPC Leisure Limited
Designated Premises Supervisor DPS
Head of Security

The purpose of the meeting was to discuss the events leading up to the attendance of GMP on the morning of 2 January 2022.

On reviewing the information gathered failure to adhere to the following condition on your licence

Annex 2 - 53

All parts of the premises and all fittings and apparatus therein, including seating, door fastenings and notices, and the lighting, heating, electrical and other installations must be maintained at all times in good order and condition to the satisfaction of the Council.

In that on the night there was a defective drainage system which we believe was not a unknown/emergency situation, rendering part of your venue unusable, and facilities namely the bathroom unusable.

This led to customers not being able to gain access to the premises and significant numbers congregating outside resulting in Greater Manchester Police being called to assist with the dispersal of the crowds and premises.

LOOH and GMP have met with you several times, made suggestions and provided guidance in order for you to uphold your obligations under the licensing objectives and adhere to the conditions on your licence. The next stage as the licensing objectives are continually being undermined, is for the Licensing & Out of Hours Team to review your premises licence before the Licensing Committee to take remedial action as they feel appropriate

Yours sincerely

A solid black rectangular box used to redact the signature of Margaret Lewis.

Margaret Lewis
Licensing and out of hours compliance officer

Tribeca WhatsApp Sample

[13:53, 27/01/2022] [REDACTED] Thanks

[00:01, 05/02/2022] [REDACTED]: ([REDACTED] what is the situation at TriBeCa?

[00:01, 05/02/2022] [REDACTED]: Has the sound been tested?

[00:01, 05/02/2022] [REDACTED]: ([REDACTED] in what way?

[00:02, 05/02/2022] [REDACTED] Its been a long time since this was meant to happen and since then there have been quite a few requests to turn down the noise.

[00:03, 05/02/2022] [REDACTED]: I've juts added the Engineer. Can you hear the sound ?

[00:03, 05/02/2022] [REDACTED]: Maximum sound levels were meant to be established so no issues would ever occur by having the bass too loud.

[00:04, 05/02/2022] [REDACTED]: No, it's just been turned down since I messaged. But a while back we were told sound engineers from the council would come to check the club and establish maximum levels. I was wondering if this has already happened?

[00:04, 05/02/2022] [REDACTED] Yes I want that too with the council to support

[00:04, 05/02/2022] [REDACTED]: So if the noise is too loud should we contact the council?

[00:05, 05/02/2022] [REDACTED] No it hasn't but I really want it to happen so we can all be happy

[00:05, 05/02/2022] [REDACTED]: Is it not possible to inform DJs/sound engineers of maximum acceptable levels?

[00:05, 05/02/2022] [REDACTED] Has the noise been loud this evening - I'm confused. When you contact the council we don't find out about the issue is the problem

[00:06, 05/02/2022] + [REDACTED]: Yes that's been done - limiters in place and sound proofing - can you hear noise now ?

[00:06, 05/02/2022] [REDACTED] haven't but reading above there have been complaints about the bass being too loud.

[00:06, 05/02/2022] [REDACTED] No it's been turned down since I started to message.

[00:10, 05/02/2022] [REDACTED]: Could you hear noise before - I think we panic and turn it down as soon as this group activates to be honest. Limiters are all in place and we tweet it according every time we get feedback. If there are 15 people in

buildings has to be one level, 100 another level and so on. Also every person appears to be affected in different ways. Depending on how close they are to the lift shafts, the metal columns etc

[00:12, 05/02/2022] [REDACTED]: But if limiters are in place, how does it go over an acceptable level?

[00:13, 05/02/2022] [REDACTED]: It doesn't - like [REDACTED] said it's less than 90db at the moment but still seems to affect some people

[00:13, 05/02/2022] [REDACTED]: I am in the 5th floor, I could hear the noise

[00:13, 05/02/2022] [REDACTED]: If limiters are tweaked each complaint they must go lower and lower each time if anyone is bothered by them to the point that no one is bothered

[00:14, 05/02/2022] [REDACTED]: When did [REDACTED] say this?

[00:14, 05/02/2022] [REDACTED]: I can't find it in the chat above.

[00:15, 05/02/2022] [REDACTED]: Sorry I was messaged privately as this chat started

[00:16, 05/02/2022] [REDACTED]: I'm not trying to cause an issue but sound levels are measurable. They are fixed. If a maximum sound level that is acceptable is established and are never exceeded then no one is ever bothered.

[00:16, 05/02/2022] [REDACTED]: I know you are part of the solution [REDACTED]

[00:16, 05/02/2022] [REDACTED]: It's like measuring wattage, decibels, Celsius...it's fixed. It can't be accidentally exceeded if a limiter is in place.

[00:17, 05/02/2022] [REDACTED]: It's under 89db

[00:18, 05/02/2022] [REDACTED]: Yes, I'm not talking about now, I'm talking about earlier when it exceeded it, or on the 23rd of Jan, or the 20th of Jan.

[00:19, 05/02/2022] [REDACTED]: If someone complains an apartment is too hot, and you put a limiter on how high the thermostat goes. And it's still too hot...something is wrong.

[00:19, 05/02/2022] [REDACTED]: Just saying but there is always a flat above TriBeCa that has parties as well? Which go on forever which we can hear from Whitworth house and see across the road - not sure if it's the same tonight but it's happened in the past

[00:20, 05/02/2022] [REDACTED]: Which is to do with limited number of people in the venue so the bass isn't soaked up by people. So we have to have it even lower than the limiter. We now have several

Settings according to numbers of people in the venue

[00:20, 05/02/2022] [REDACTED]

All my security staff do checks on the sound. We have apps installed on all my Staff's devices, so they are able to check. This is then posted in our private group, for TriBeCa management and security.

[00:21, 05/02/2022] [REDACTED] Im above TriBeCa, flat 5 is further away. There's a difference between the noise from [REDACTED] and when it comes from below.

[00:21, 05/02/2022] [REDACTED]: And I think the last complaint was a Thursday around 10ish when we only had 20 in the building so we have had to add extra setting to prevent that in the future

[00:22, 05/02/2022] [REDACTED] Ah understood, so DJs adjust it higher when there are not enough people to absorb the bass.

[00:22, 05/02/2022] [REDACTED]: That makes it clear

[00:23, 05/02/2022] [REDACTED]: That's exactly what we are doing. We have several setting. No bass when venue is empty. Small amount for 50 plus, more 100 plus etc

[00:23, 05/02/2022] [REDACTED]: So your feedback is essential in helping us get this perfect. I think we didn't have any issues for a 6 week period and then an issue in a Thursday and a Sunday when the bar was quiet people wise

[00:25, 05/02/2022] [REDACTED] I understand, you'll understand our position as well that we don't know what is going on as well. But this is clear.

[00:25, 05/02/2022] [REDACTED]: I've also cancelled the Tuesdays night now as they were an issue previously for the same reason.

[00:26, 05/02/2022] [REDACTED]: I think the fear is that things would go back to the way it was before.

[00:27, 05/02/2022] [REDACTED] I understand and as always appreciate your help and support. [REDACTED] I don't actually know who you are you know though. I prob say hi to you in the lift etc and don't realise it's you too. Oh [REDACTED] found one of your parcels in the building across the road so I brought it over. I think it's downstairs still.

[00:28, 05/02/2022] [REDACTED]: Absolutely no way

[00:28, 05/02/2022] [REDACTED]: I always act immediately on any negative impact and take it seriously

[00:29, 05/02/2022] [REDACTED]: Like I say when complainant go to the council abs not here aswell I don't get any information to act on. Juts there was a complaint.

[00:31, 05/02/2022] [REDACTED] in fairness i think last time the engineers were in there wasnt a lot of people home in regency, including myself, to test the levels

[00:32, 05/02/2022] [REDACTED]: Thank you

[00:33, 05/02/2022] [REDACTED] We have an engineer on site this evening, [REDACTED] who I have just added to the group so if anyone hears anything please let us know

[00:33, 05/02/2022] [REDACTED] Yes, always happy to help test levels

[00:33, 05/02/2022] [REDACTED] I think we can look at doing something this week Justin at a time that's good for you - will talk to [REDACTED] this evening.

[04:12, 05/02/2022] [REDACTED] IS [REDACTED] A SOUN ENGINEER THAT WORKS FOR THE COUNCIL?

[04:14, 05/02/2022] [REDACTED]

[REDACTED] is an independent contractor that is assisting TriBeCa.

[04:15, 05/02/2022] [REDACTED] Thank you. [REDACTED] are you part of the Tribeca Team?

[04:16, 05/02/2022] [REDACTED] I am the director of the security company, and I am on site all the weekends.

[04:16, 05/02/2022] [REDACTED] Than you

[20:17, 05/02/2022] [REDACTED] was just testing the system for tonight as had it full volume with no one in the bar - did anyone hear anything?

[23:49, 05/02/2022] [REDACTED]: What time was this? I've been out today.

[01:02, 06/02/2022] [REDACTED]: Hi J [REDACTED]

It's [REDACTED] the sound engine,

Now I've installed a speaker management system as well as a limiter for better control of the entire sound system and hopefully I'm reaching a point where I've isolated the problematic frequencies causing the issues for anyone living above the venue and in the process of reducing them from the system to help mitigate the issue moving forward, so everyone's feedback is appreciated and is extremely valuable during this process moving forward, as I'm hoping to be on site during the next few month's on the weekends to hopefully reach a point where everything is properly setup and everyone is happy,

Kind regards

[01:05, 06/02/2022] ██████████ Could I please just check in with everyone and ask if they have any current issues with the sound levels/vibrations from the venue please?

I'm guessing they haven't due to no messages, as of yet tonight, Cheers

[17:58, 06/02/2022] ██████████ Thanks ██████████

[17:58, 06/02/2022] ██████████ I didn't have any issues, thanks ██████████

[18:30, 06/02/2022] ██████████ Thank you for your response, hopefully over the coming weekends we can eliminate the issues the venue is causing for everyone living above as we are finding it's only a small frequency band that's hopefully causing the issues as we are discovering those frequencies and so limiting or preventing those frequencies from being produced by our sound systems above a particular level so not to cause any issues as it seems to be helping reduce and hopefully eliminate the problem which is my aim, however I'll be hopefully here most weekend's for the next couple of weeks/months or until all issues have been resolved and the venue is no longer causing further issues for the residents above,

However over the coming weeks I will be testing out those limits and finding th...

[20:38, 06/02/2022] ██████████ If there are any particular times we should be listening out please let us know so some of us can make sure to be in.

If there's anything else we can do to help please let us know 🙏

[20:43, 06/02/2022] ██████████ Thanks ██████████ is back in next Friday when we next open so we will post time when the system the will be on. We don't open midweek much anymore due to the issues with sound as you probably have noticed but need to really as it's hard finding money to pay the rent with just weekends. We had 400 in on Friday and no issues as far as I'm aware so we juts need to tweak the system for when the venue is quieter now and then should be fine moving forward. Thank you x

[17:45, 13/02/2022] ██████████ Hi Tribeca team, your music is loud, I can hear in the 5th floor

[17:52, 13/02/2022] ██████████ @██████████ has just adjusted - is it ok now ?

[17:54, 13/02/2022] ██████████ i, thank you, I went out

[17:55, 13/02/2022] ██████████: Hi there, thanks for letting us know, can you still here it please as I've turned it down and changed the limiter

[18:23, 13/02/2022] [REDACTED] Just to check in with everyone due to no response, is everyone currently happy without noise or issues with the current levels please,

Kind Regards

[18:43, 13/02/2022] [REDACTED]: H [REDACTED] yes it's great thank you

[18:50, 13/02/2022] + [REDACTED] Excellent - [REDACTED] it might be worth explaining what you have done this weekend to help residents feel reassured that this is now resolved and thank you for all your hard work from me personally [REDACTED]

[18:51, 13/02/2022] [REDACTED] Cheers [REDACTED] 👍

I have removed most of the lower frequencies causing the vibration of our floor and so hopefully reducing the largest of the issues with vibration and low frequency issues effecting people living above the venue, now I'm finding the happy medium between potential maximum volume in the venue by means of a limiter that's not causing anyone issues living above the venue before putting it all behind a lockable panel so it cannot be tampered with or changed 👍

[18:51, 13/02/2022] [REDACTED]: Was already typing it 😊

[19:09, 18/02/2022] [REDACTED] I can hear music from my flat like a live band, it's defo not us we don't have anything playing at the moment.

[19:18, 18/02/2022] [REDACTED]: We have a great soul artist tonight 8-10.30 if anyone wants a free ticket just pop down and ask for myself or [REDACTED] the engineer

[19:28, 18/02/2022] [REDACTED] makes a change for you to be complaining about the noise :)

[19:32, 18/02/2022] [REDACTED] I quite liked it to be honest

[19:56, 18/02/2022] [REDACTED] nice

[00:20, 26/02/2022] [REDACTED] Can the noise be reduced please?

[00:34, 26/02/2022] [REDACTED] [REDACTED] is on-site and will address now. Is it bass you can hear?

[00:53, 26/02/2022] [REDACTED] Is that better please?