Bridgetown Monroe, 6 Bucklersbury, Hitchin, Hertfordshire, SG5 1BB

Premises licence review - written submission and offered conditions

Introduction

This document is the premises licence holder's written submission to the North Herts Council Licensing Sub-Committee for the review hearing on Friday 6 November 2026 at 10.00am (virtual, via Zoom) concerning Bridgetown Monroe, 6 Bucklersbury, Hitchin, Hertfordshire, SG5 1BB, premises licence 14160. The review was applied for by Mr Alan Stone, Senior Environmental Health Officer, on 21 August 2026 and is supported by representations from the Licensing Authority and Hertfordshire Constabulary.

It is to be sent to the Licensing Officer, Melanie Gillespie, at licensing@north-herts.gov.uk, copied to Mr Alan Stone, Mr Joe Mannix and Mrs Kuljit Sangha, with a request that it be circulated to all parties before the hearing under paragraph 8.22 of the officer's report. It supplements, and where stated replaces, the statement already in the hearing bundle at Appendix D.

It contains the following:

1. Clarification of the earlier written statement (Appendix D) and the passages withdrawn from it.
2. The licence holder's position on the matters raised.
3. What has already been done to reduce noise and to improve security and CCTV.
4. Clarifications on specific matters raised by the Police and the Licensing Authority.

5. The way forward: community support, a change of management, a package of conditions offered by the licence holder, and why a suspension is not the proportionate step.
6. Schedule 1: the conditions offered. Schedule 2: the draft Noise Management Plan.

Premises Licence Review - Licensing Act 2003, section 51

Premises: Bridgetown Monroe, 6 Bucklersbury, Hitchin, SG5 1BB (premises licence 14160)

Premises licence holder: Good Boy Wolf Ltd (sole director Mr Christopher Dodd, also the Designated Premises Supervisor)

Hearing: Licensing Sub-Committee, Friday 6 November 2026, 10.00am

Submission on behalf of the premises licence holder

1. Clarification of the earlier written statement

Mr Dodd wrote the statement at Appendix D himself, without advice and at a time when he believed the future of his business and his family's income was at stake. Its purpose was to explain what the bar means to him, to his staff and to the town. He recognises that, in places, its tone was wrong. He withdraws the following passages and asks the Sub-Committee to disregard them:

- The description of the complainants' motives as a "vendetta", and the comments about their conduct and about other residents being encouraged to complain.
- The suggestions that the complainant should use ear plugs or headphones, should have researched the area, or should move. Residents are entitled to enjoy their homes, and Mr Dodd does not say otherwise.
- The remarks about Mr Stone being "one-sided" or influenced. Mr Stone has given a good deal of his time to this matter and Mr Dodd is grateful for his advice.
- The passages that attributed the noise to The George, to the landlord or to the condition of neighbouring properties. The building has characteristics that affect how sound travels, and Mr Dodd intends to work with the landlord on that, but the responsibility for controlling music from the premises is his.
- The words "without prejudice", used in error. The statement is an open document.

Mr Dodd also regrets the tone of some of his messages to the complainant during a long and stressful exchange, and regrets the social media posts and comments that referred to residents. Those posts have been or are being removed, and there will be no further public comment about any resident.

2. The licence holder's position

- The noise abatement notice of 18 February 2026 was not appealed and Mr Dodd does not seek to reopen it. He accepts that residents above the premises were disturbed by music at that time, and he is sorry for that. The measures taken since then are set out in section 3.
- The way the premises operated evolved from the model described in 2023, as the bar found its customer base. Mr Dodd set out his updated arrangements in an email to

Licensing in May 2025 and, receiving no reply, understood that they had been accepted. The Licensing Team Leader has since described this as “an honest misunderstanding” (email of 9 June 2026). Mr Dodd accepts that a written plan now needs to be submitted and approved. Schedule 2 is that plan.

- The two Police written warnings of 13 March 2026 and 30 June 2026 regarding CCTV were accepted at the time and acted upon. The system has since been replaced and inspected by the Police.
- Mr Dodd regrets that the situation outside the premises on 19 April 2026 escalated. Neither party wished to pursue the matter and the Police took no further action. He does not propose to argue the detail; the conditions offered remove him from the door altogether.

Mr Dodd’s aim in this submission is practical: to show the Sub-Committee what has changed, to offer enforceable conditions that address the concerns raised, and to ask that the business be allowed to continue under those conditions.

3. What has already been done

3.1 Noise

The following steps have been taken since the first complaint in November 2025. Most are recorded in the WhatsApp exchanges with the complainant and in correspondence with Mr Stone, which the licence holder is content for the Sub-Committee to see.

Date	Measure
23-28 Nov 2025	Bass reduced and subwoofer switched off; DJ monitor speaker removed; speaker levels rebalanced; checked with the complainant during trading.
17 Jan 2026	Sub-bass speaker and monitor speaker removed from the premises altogether.
18-19 Feb 2026	The two speakers on the rear wall, nearest the complainants’ flat, disconnected and removed in the presence of Environmental Health and Licensing officers. Acoustic panels ordered to sit above and around the remaining speakers.
Mar 2026	Speakers moved from the walls onto floor stands to reduce transmission through the structure.
14 Apr 2026	Joint visit with Mr Stone: a playing level established at which music was only just audible in the flat. A decibel limiter installed at the level advised, with the controls locked so only the owner and manager can alter it.
Aug 2026	Friday DJ nights ended. Bass removed from all tracks from 11pm. Saturday DJ finishes at 12.30am, after which music is background only through the Sonos system.

Date	Measure
Sept 2026	Limiter set to 70 dB; bass switched off at both the decks and the speakers; nightly decibel readings taken and logged.
Ongoing	Signage asking customers to leave quietly; door staff at the front and rear managing noise outside; no drinks taken outside; staff training on noise every six weeks; the premises closes at 11pm Sunday to Thursday.

Mr Dodd has asked the Council several times to identify the wall or floor through which the noise travels and to share the readings taken in the flat, so that insulation works can be targeted. He has already offered to insulate the party wall of the complainants' flat. Going forward he will work with the landlord of the building and contribute to the cost of insulation works so that the residents upstairs are not disturbed, and condition A9 commits him to that.

3.2 CCTV, security and management

- A new five-camera CCTV system was installed in August 2026: two external cameras (porch covering the entrance and exit, and one side of the building) and three internal cameras (bar, front and rear). Footage is stored in the cloud for 31 days and can be downloaded and uploaded to Police evidence-sharing platforms immediately. Mrs Sangha inspected the system on 23 September 2026 and found the image quality suitable for evidential purposes. A further external camera on the other side of the building, as she recommended, is being installed.
- CCTV operation is now on the pre-opening checklist. The electrical fault that took the bar camera offline in February 2026 has been rectified.
- Georgina Bennett has been the full-time manager of the premises since July 2026 and attends Hitchin Pubwatch. She is undertaking refresher training and will apply for a personal licence.
- The person believed responsible for the assault on 8 February 2026 was referred by Mr Dodd to Hitchin Pubwatch and was banned from all participating premises.
- An incident book is maintained and the SIA door supervisor logs every incident.

4. Clarifications

4.1 Assault outside the premises on 8 February 2026

Neither Mr Dodd, the staff nor the door supervisor saw an assault. Inside the premises there was an exchange of words, not a fight, and the individuals were escorted out separately. The assault happened outside afterwards and the venue first learned of it when the Police made contact on 12 February 2026. The premises provided the footage it had, gave a description, and later identified a person of interest. The missing bar-area footage was the result of an electrical fault,

which has since been fixed, and an external camera was installed within days. The Police letter of 13 March 2026 records that the officer was satisfied with the remedial action.

4.2 Incident of 19 April 2026

Mr Dodd does not accept the account of this incident given in the representations. A group was standing in the entranceway to the flats late at night and a confrontation developed when they were asked to move. Mr Dodd's position is that he felt threatened for his own safety, made several attempts to disengage, and used no violence. Both parties told the Police they did not wish to pursue the matter and no further action was taken. He does not propose to argue the detail further. The conditions offered remove Mr Dodd from the door and from any direct dealings with residents, so that any future situation of this kind is handled by the door supervisor and the manager.

4.3 Disorder on 25 May 2026

The disorder involved an out-of-town family group attending a Hitchin all-day event. Staff stopped the music, turned the lights on, cleared the premises with the help of neighbouring door staff, and closed early. The door supervisor logged the incident. All those involved dispersed and no complaint was made to the premises at the time. With hindsight the Police should have been called, and the conditions offered now require that, together with two SIA door supervisors at every advertised event and on special days, and a written event risk assessment.

4.4 The review notices

The Licensing Authority states that notices were removed from outside the premises. Neither Mr Dodd nor any member of staff removed them, and Mr Dodd said so to the Licensing Authority at the time. He does not know who did. Whatever happened, the consultation period was restarted, with Mr Dodd's agreement, and ran in full from 14 September to 11 October 2026, during which 13 representations supporting the review and 527 opposing it were received, so no one was prevented from responding. Staff have been instructed in writing that no council notice is to be touched, and a condition to that effect is offered.

4.5 Promotional material

The posters referred to in the Licensing Authority's representation were obscured or removed when officers raised them. A condition is offered that all promotional material complies with the mandatory conditions and contains no offensive language, and that no "free shots" or "free drinks" promotions are advertised.

4.6 Staff advertisement showing hours to 3am or 4am

The finishing times in the staff advertisement of 27 August 2026 relate to cleaning and cashing up after the premises has closed to the public at 2am. Cleaning staff work with headphones in, and the manager and senior staff cash up and clean the menus. No music is played and no

customers are present during that period. A condition is offered that all amplified music ceases and all customers have left by 2am.

4.7 Planning

Mr Dodd has been made aware that the planning permission for the premises refers to earlier closing hours than the premises licence. He will take planning advice and submit the necessary application. He recognises that this is a separate regime from licensing.

5. The way forward

5.1 Community support

Bridgetown Monroe has traded for three years, was voted Hitchin's Best Overall Business in a public vote, and is supported by Hitchin BID and the Town Centre Manager, whose statement is at Appendix C. Seventeen relevant representations in support of the premises were accepted by the Licensing Officer and are at Appendix F. In addition, a public petition to keep the bar open as it is, at https://www.change.org/p/save-bridgetown-monroe-from-closure, had 1,380 signatures as at 1 November 2026 (and had been shared 1,490 times by 11 October 2026), and the situation was covered by BBC Three Counties Radio on 1 October 2026. The licence holder recognises that the Sub-Committee determines the review on the licensing objectives and the accepted representations, but asks it to take the petition into account as evidence of the bar's value to the community and the local economy, which paragraphs 1.18 and 9.44 of the Guidance and paragraphs B19 to B21 of the Council's policy say are relevant to a proportionate decision.

The licence holder also draws attention to paragraph 4.8 of the officer's report. Five hundred and twenty-seven representations were received from members of the public opposing the review. Five hundred and ten of them were rejected, 452 on the single stated ground that they were not valid representations under the licensing objectives and 58 as duplicates. No individual reasons are given, the rejected representations are not in the bundle, and the Sub-Committee has not seen them. By contrast, eight of the thirteen representations supporting the review were accepted. The licence holder does not ask the Sub-Committee to go behind the officer's decisions on relevance, but he asks it to accept the fact that 527 people took the trouble to write to the Council opposing the review as evidence of the wide support for the bar continuing to trade and of its importance to the community, and to give that fact weight when deciding what is proportionate.

5.2 Change of management

Mr Dodd intends to step back from the day-to-day running of Bridgetown Monroe. Georgina Bennett is already the full-time manager. Mr Dodd will apply to vary the licence to specify Ms Bennett as Designated Premises Supervisor as soon as her personal licence is granted. Until then he remains DPS but offers conditions that remove him from the door, from any physical

involvement in incidents, and from direct contact with residents, all of which will be handled by the manager or through the Council.

5.3 The conditions offered

The full list is at Schedule 1. In summary, the licence holder offers to:

- end all DJ-led and dance events at 12.30am, with recorded music from 12.30am to 2am played only through the in-house system at background level, until the sound insulation works have been carried out by a professional sound insulation company and signed off in writing by Environmental Health, as an independent party;
- route all amplified music through a sealed noise limiter set at levels agreed in writing with Environmental Health, with no subwoofer or dedicated bass speaker and, until that sign-off, bass frequencies attenuated from 11.30pm;
- submit the written Noise Management Plan at Schedule 2 for approval within seven days of the decision and operate in accordance with it from the date of the decision;
- commission an acoustic survey by a qualified consultant within eight weeks, work with the landlord and contribute to the cost of the insulation works it recommends, have them carried out by a professional sound insulation company and signed off by Environmental Health;
- keep the existing terminal hours, with last entry at 1.30am on Friday and Saturday, last orders at 1.40am in accordance with the licensed hours for alcohol, all music off and all customers out quietly by 2am, no bottle disposal between 7pm and 9am, and a written dispersal policy supervised by door staff;
- As agreed with the police, provide an SIA door supervisor on Fridays and Saturdays and two at every advertised event and on special days, call the Police for any violence, and maintain the incident log;
- maintain the CCTV system as inspected by the Police, with 31-day retention and a pre-opening check, and report any failure to the Police within 24 hours;
- accept the disapplication of section 177A of the Act so that all music conditions are enforceable at all times;
- train all staff on the licensing objectives and the Noise Management Plan, with records kept;
- appoint a residents' liaison contact, display a contact number, keep a complaints log and meet Environmental Health and residents quarterly if they request it.

These match the Licensing Authority's recommended conditions on the limiter, the Noise Management Plan, training and section 177A, and address each of the matters raised by Environmental Health and the Police.

5.4 Why a suspension is not the appropriate or proportionate step

The Licensing Authority asks for a three-month suspension. The licence holder respectfully asks the Sub-Committee not to take that step, for the following reasons:

- The cause is identified and the remedy is in the conditions. Paragraph 11.20 of the section 182 Guidance says remedial action should be directed at the causes of concern and should be no more than appropriate and proportionate. The cause is low-frequency amplified music late at night and the way customers are managed outside. Each of those causes is addressed by a condition that can take effect on the day of the decision. A suspension does nothing to reduce noise that the conditions do not already do.
- The Council's own policy requires the minimum incremental step. Paragraph D11.1 of the Statement of Licensing Policy says the Sub-Committee should start at "no action" and move incrementally until an appropriate remedy is reached, and paragraph E3.9.3 says review proceedings will seek to impose suitable control measures in the first instance.
- A suspension here would in practice be a revocation. Guidance paragraph 11.23 contemplates suspension as a deterrent, giving the example of a weekend, and requires that any financial impact be appropriate and proportionate. Bridgetown Monroe is owned and funded entirely by Mr Dodd. There are no backers, other directors or investors, and no cash reserves; the till data in the bundle shows the business breaks even at best. The business cannot absorb a closure of any length over November and December, the busiest trading period of the year; even a single closed weekend would mean staff and suppliers could not be paid, and the business would not reopen.
- An earlier terminal hour would have the same effect as a suspension, only more slowly. The premises is a late bar whose customers arrive late in the evening. The till data shows break-even trading in which the hours after midnight on Fridays and Saturdays carry the overheads of the week. Rent, rates, insurance and staff cost the same whether the premises closes at midnight or at 2am; with the late trade gone, the business would close within months. The conditions offered make those hours background-level only, with last entry and last orders at 01:30 and a supervised dispersal, so that keeping them costs the residents nothing that the conditions do not already address.
- Paragraph 9.44 of the Guidance requires the Sub-Committee to weigh the financial burden on the licence holder against the benefit to the licensing objectives, and to consider the track record of the business as a whole. That track record, and the community support described in section 5.1, weigh heavily against closure.
- The improvements are verifiable. The Police have inspected the new CCTV and found it fit for purpose. Environmental Health can set and seal the limiter before the hearing if it wishes; Mr Dodd invites a visit for that purpose. Environmental Health and the Police can inspect at any time and retain the power to seek a further review if the conditions are not met.

5.5 Requests

- That Environmental Health share the noise recordings and the readings taken in the residents' flats, and identify the transmission path, so that the acoustic consultant and the landlord can target the insulation works.
- That Environmental Health meet the licence holder before or shortly after the hearing to agree the limiter levels in writing.
- That the Sub-Committee accept the 527 representations received in opposition to the review, 510 of which were rejected without individual reasons, as evidence of the wide community support for the bar continuing to trade and of its importance to the town.
- That the Sub-Committee, if it considers additional or different conditions appropriate, impose them in place of a suspension.

The licence holder thanks the Sub-Committee and the Responsible Authorities for their time.

Christopher Dodd, for Good Boy Wolf Ltd
2 November 2026

Schedule 1 - Conditions offered by the premises licence holder

These conditions are offered in response to the review application and the representations. The licence holder is willing to refine the wording with Environmental Health, the Licensing Authority and the Police. They are intended to replace the existing Noise Management Plan condition in Annex 2 and to sit alongside the other existing conditions.

A. Music and noise

A1. Section 177A of the Licensing Act 2003 does not apply to the conditions in this Schedule. All conditions relating to music apply at all times the premises is open.

A2. Until the sound insulation works recommended under condition A9 have been carried out by a professional sound insulation company and signed off in writing by Environmental Health, as an independent party, no DJ-led, live-performer-led or dance event shall take place after 00:30 on any night, and after 00:30 recorded music shall be played only through the premises' in-house sound system at a level at which customers can hold a conversation at normal volume ("background level"), as set under condition A3. Once Environmental Health has given that written sign-off, DJ-led events may continue until the terminal hour for regulated entertainment on the licence, with all music played through the limiter at the levels agreed with Environmental Health under condition A3 following the works.

A3. All amplified music and speech shall be routed through a tamper-proof noise limiter. The limiter shall be set at levels, expressed in dB(A) and dB(C), agreed in writing with Environmental Health for (i) before 23:00, (ii) 23:00 to 00:30 and (iii) after 00:30, and shall be sealed so that only Environmental Health may alter the setting. Any amplification equipment, including any equipment brought in by a DJ, shall be connected through the limiter.

A4. No subwoofer or dedicated bass speaker shall be used at the premises. Until the sign-off referred to in condition A2, low-frequency output shall be attenuated from 23:30 using equaliser settings agreed with Environmental Health.

A5. No loudspeaker shall be fixed to any wall or ceiling that adjoins residential accommodation. Loudspeakers shall be positioned in accordance with a plan agreed with Environmental Health.

A6. All external doors and windows shall be kept closed after 21:00 except for access and egress. The front door shall be fitted with a self-closing device.

A7. All amplified music shall cease by 02:00 on Friday and Saturday nights (and by the terminal hour for recorded music on other days) and all customers shall have left the premises by the closing time on the licence. No customer shall be admitted or re-

admitted after 01:30 on Friday and Saturday nights, and last orders for alcohol shall be called at 01:40 in accordance with the licensed hours.

A8. Within seven days of the Sub-Committee's decision the licence holder shall submit the Noise Management Plan at Schedule 2 to Environmental Health and the Licensing Authority for written approval. The premises shall operate in accordance with the submitted plan from the date of the decision and in accordance with the approved plan at all times thereafter. The plan shall be reviewed annually and whenever requested by Environmental Health.

A9. Within eight weeks of the decision the licence holder shall commission an acoustic survey of the premises and the adjoining residential accommodation by a suitably qualified acoustic consultant (a member of the Institute of Acoustics) and submit the report to Environmental Health. The licence holder shall work with the owner of the building and contribute to the cost of any insulation works recommended in the report, and the recommended mitigation shall be implemented within a timescale agreed in writing with Environmental Health and thereafter maintained. The works shall be carried out by a professional sound insulation company and, on completion, shall be inspected and signed off in writing by Environmental Health as an independent party.

A10. A sound level reading shall be taken and recorded at the premises at least hourly after 22:00 on Friday and Saturday nights. The log shall be kept for 12 months and made available to authorised officers on request.

A11. No bottles or glass shall be placed in external receptacles between 19:00 and 09:00. Deliveries and collections shall take place between 09:00 and 19:00 only.

B. Dispersal and the area outside the premises

B1. A written dispersal policy shall be in place and followed. It shall include: door staff supervising the dispersal of customers until the street outside the premises is clear; customers being asked to leave quietly and not to congregate outside the premises or in the entrances to neighbouring residential properties; no customer being permitted to enter any private courtyard or residential entrance; and the removal of litter and glass from the immediate vicinity of the premises at closing time each night.

B2. No drinks shall be taken outside the premises at any time. The area immediately in front of the premises is the designated smoking area. After 23:00 no more than ten customers shall be in the smoking area at any one time, and the door supervisor shall supervise it and disperse anyone causing noise. No seating shall be provided on the pavement after 23:00, and the fixed ashtray shall be positioned away from the entrance to the neighbouring residential property.

B3. Clear and legible notices shall be displayed at the exit asking customers to leave quietly and to respect residents. A telephone number for the manager shall be displayed so that

it can be read from outside the premises, for residents to report noise or anti-social behaviour, and shall be answered during trading hours.

B4. A complaints log shall be kept recording every complaint received, the action taken and the outcome, and shall be made available to authorised officers on request.

C. Management, security and CCTV

C1. The premises licence holder shall apply to vary the Designated Premises Supervisor to Georgina Bennett within 14 days of her personal licence being granted. Until the variation takes effect, Mr Christopher Dodd shall not act as a door supervisor or be stationed at the entrance, shall not physically intervene in any incident, and shall not communicate directly with residents about the premises; all such communication shall be through the manager, Environmental Health or the Licensing Authority.

C2. A personal licence holder shall be present on the premises at all times alcohol is sold after 23:00.

C3. At least one SIA-registered door supervisor shall be on duty from 21:00 until the premises has closed and dispersal is complete on Friday and Saturday nights. At least two SIA-registered door supervisors shall be on duty for the same period on Christmas Eve, New Year's Eve, the Sundays before bank holiday Mondays and at any advertised event or event covered by a risk assessment under condition C5. The door supervisor at the entrance shall also monitor the entrances to the neighbouring residential properties. A register of door supervisors on duty shall be kept.

C4. The Police shall be called immediately to any incident of violence or disorder at or immediately outside the premises. All incidents, including ejections, injuries, disorder and CCTV faults, shall be recorded in the incident book within 24 hours and the book made available to authorised officers on request.

C5. A written risk assessment shall be completed before any advertised event, covering door staff numbers, capacity control and dispersal, and shall be available for inspection.

C6. The CCTV system shall cover the entrance and exit, the bar, the front and rear of the premises and both sides of the building externally. It shall record continuously while the premises is open, retain footage for a minimum of 31 days with the correct date and time, and be checked and the check recorded before opening each day. Footage shall be provided to the Police or an authorised officer within 24 hours of a request. Any failure of the system shall be reported to the Police Licensing Officer within 24 hours. At least two members of staff, including the manager, shall be trained to operate the system and download footage.

C7. The premises shall remain a member of Hitchin Pubwatch. The manager, the DPS or a nominated senior member of staff shall attend its meetings, and attendance shall be recorded.

C8. The premises shall not display or distribute any promotional material that contains offensive language or that promotes free or discounted alcohol in a manner that breaches the mandatory conditions. All promotional material shall be approved by the DPS before display.

C9. No member of staff shall remove or cover any notice displayed by or on behalf of the Council on or near the premises.

C10. All staff shall receive documented training on the licensing objectives, the conditions of the licence, the Noise Management Plan, conflict management and dispersal before working unsupervised, with refresher training at least every six months. Training records shall be kept for two years and made available to authorised officers on request.

C11. The maximum number of persons on the premises shall remain 60 including staff and performers. A counting system shall be operated by the door supervisor on Friday and Saturday nights and at events.

Schedule 2 - Draft Noise Management Plan

Premises: Bridgetown Monroe, 6 Bucklersbury, Hitchin, SG5 1BB

Prepared by: Christopher Dodd, premises licence holder, and Georgina Bennett, manager

Version: 1.0, November 2026, submitted to Environmental Health and the Licensing Authority for approval

1. Purpose

This plan sets out how Bridgetown Monroe controls noise from amplified music, from customers inside the premises and from customers arriving at and leaving the premises, so that residents in the flats above and adjoining the premises are not unreasonably disturbed. It replaces all previous informal arrangements. It forms part of the premises licence and is to be followed at all times.

2. The premises and its neighbours

The premises is a 60-capacity cocktail bar on the ground floor of a listed building on Bucklersbury. There are residential flats directly above and to the rear and sides, with their entrances immediately adjacent to the bar entrance. Noise from the premises travels mainly through the building structure as low-frequency sound. The most sensitive period is after 23:00 on Friday and Saturday nights.

3. Hours and type of entertainment

- Sunday to Thursday: background music only through the in-house system; premises closed by 23:00.
- Friday and Saturday: until the insulation works described in section 9 have been carried out by a professional sound insulation company and signed off by Environmental Health, any DJ-led event finishes by 00:30 and from 00:30 until 02:00 recorded music is played only through the in-house system at background level. Once Environmental Health has signed the works off, DJ-led events may continue to the licensed terminal hour for regulated entertainment at the limiter levels then agreed with Environmental Health. All music is off by 02:00.
- Christmas Eve, New Year's Eve and bank holiday Sundays follow the same rules, with the licensed terminal hour.
- No live music, karaoke or other amplified entertainment after 00:30 until the insulation works have been signed off by Environmental Health.

4. Sound system and limiter

- All amplification, including any DJ equipment, is connected through the sealed noise limiter. The limiter levels for before 23:00, 23:00 to 00:30 and after 00:30 are those agreed

in writing with Environmental Health and recorded in Appendix A of this plan. Only Environmental Health may alter the setting.

- No subwoofer or dedicated bass speaker is used. Until the insulation works have been signed off by Environmental Health, bass frequencies are attenuated from 23:30 using the equaliser settings agreed with Environmental Health.
- Speakers are positioned on stands away from the rear wall and the walls adjoining residential accommodation, in accordance with the agreed plan, and are not fixed to any party wall or ceiling.
- The iPad and amplifier controls are locked and only the DPS and the manager can change settings.

5. Doors and windows

- All external doors and windows are kept closed from 21:00 except for access and egress. The front door has a self-closer and the door supervisor ensures it is closed promptly.

6. Customers inside the premises

- Capacity is counted and never exceeds 60. Staff ask customers who are shouting to keep the noise down and door staff remove anyone who persists.
- No customer is admitted or re-admitted after 01:30 on Friday and Saturday nights. Last orders for alcohol are called at 01:30, in accordance with the licensed hours.

7. Arrival, smoking and dispersal

- No drinks are taken outside at any time. The area in front of the premises is the designated smoking area. After 23:00 the number of customers outside is limited to the figure in condition B2, the door supervisor supervises the area and disperses anyone causing noise, and there is no seating on the pavement. The ashtray is kept away from the residents' entrance.
- An SIA door supervisor manages the entrance from 21:00 on Friday and Saturday nights, and two are on duty at advertised events and on special days. They prevent queuing or congregating outside the premises and in the entrances to the neighbouring flats, and prevent anyone entering the private courtyards.
- From 01:30, after last orders, the manager and door staff begin a staged dispersal: lights up, music lowered, customers reminded to leave quietly, with everyone out by 02:00. Door staff remain outside until the street is clear.
- Litter, glass and cigarette ends are cleared from the frontage and the neighbouring entrances at closing time every night.

8. Deliveries, bottles and waste

- Bottles and glass are not put into external receptacles between 19:00 and 09:00. Deliveries and waste collections take place between 09:00 and 19:00.

9. Monitoring and insulation

- The manager takes and records a sound level reading at least hourly after 22:00 on Friday and Saturday nights. The log is kept for 12 months.
- The acoustic survey commissioned under the licence conditions will be used to update this plan and to identify insulation works. The licence holder will work with the landlord of the building and contribute to the cost of those works. The works will be carried out by a professional sound insulation company and signed off in writing by Environmental Health, as an independent party, before the music restrictions in section 3 are relaxed.

10. Residents and complaints

- The manager is the residents' liaison contact. Her number is displayed outside the premises and answered during trading hours.
- Every complaint is recorded in the complaints log with the action taken and the outcome, and the log is available to officers on request.
- Residents are not identified or referred to on the premises' social media accounts.
- The licence holder will meet Environmental Health and any resident who wishes to attend quarterly, whenever Environmental Health or a resident requests it.

11. Staff responsibilities and training

- The manager is responsible for this plan on each trading night. All staff and door supervisors are trained on it before working unsupervised and every six months thereafter, and the training is recorded.

12. Review

- This plan is reviewed annually, after the acoustic survey, and whenever Environmental Health or the Licensing Authority request it.

Appendix A - Agreed limiter settings

To be completed with Environmental Health: limiter level before 23:00 ____ dB(A) / ____ dB(C); 23:00 to 00:30 ____ dB(A) / ____ dB(C); after 00:30 ____ dB(A) / ____ dB(C); equaliser settings; speaker layout plan; date agreed; officer.