

## **Holland, Linda**

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**From:** Margaret Kerr [phoenexbar@fsmail.net]  
**Sent:** 18 July 2011 20:38  
**To:** Holland, Linda  
**Subject:** Licence Review

Linda

Further to the correspondence received by me on 20th June 2011 regarding the licence review of The Phoenix Bar, Wootton Bassett, I am sending this email to advise you of the steps being taken to address the complaints of the residents.

### **Anti Social Behaviour**

Since we opened the Pheonex bar in 2008 any persons found to be causing trouble or behaving in an anti social manner both inside and outside of the premises have been barred and discussed at the following Pub Watch meeting, this includes anyone urinating in the street.

On nights where there is live music, the doors are monitored and anyone that behaves in an anti social way is ejected, this includes ensuring they do not hang around outside of the premises.

Any Persons perceived to be drunk by any member of staff are refused alcohol, water and soft drinks are still available to them.

### **Noise**

New signs have been erected to direct patrons to the designated smoking area at the side of the building.

Smoking at the front of the building is no longer allowed, the cigarette bin on the wall has been removed and there is a sign to advise patrons that this is not a smoking area.

The smoking area at the rear of the property is no longer used, when there is music in the hall this door is manned to prevent patrons from opening the door and going into the area except in an emergency.

Drum and Bass nights have been limited to one per month

A Porch at the main entrance has been constructed to reduce the amount of noise escaping from the building in general

Stoppers have been fitted to the external wall to prevent the door handle banging against the wall.

We are monitoring the noise levels of all music events both to the front and rear of the property.

There is a sign at the exit of the venue to advise Patrons that it is a residential area and to respect this by keeping noise levels to a minimum.

If any groups of people are found to be hanging around outside of the premises they are dispersed and moved on by staff.

### **Under Age Drinking**

All staff employed at the Phoenix receive training which requires them to challenge anyone that does not look eighteen for identification.

We host the sixth form social events and anyone under the age of eighteen that staff believe to be drunk on arrival are refused entry to the premises and when necessary their parents have been informed to come and pick them up. Bags are searched for any person bringing alcohol into the premises. Alcoholic drinks served on these nights are limited to one per person that has valid ID, per visit to the bar. Anyone found purchasing drinks for persons under age are ejected from the premises as are those under eighteen found consuming alcohol.

As I say these are the actions being taken by me to try and eradicate any fears and complaints raised by the residents. As you aware from our previous telephone conversations, I am happy to make reasonable adjustments to ensure that the Phoenix bar does not cause any unnecessary nuisance to the residents.

I trust this is all the information you require at this time, if I can be of further assistance or you require any further details please do not hesitate to contact me.

Regards

Stuart S. Kerr

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