

The Hop Leeds
Sound Report 2010-2011

(Without prejudice)

Reference

This report has been compiled in respect to complaints from residents in relation to noise from the premises.

Operating schedule

The Hop Leeds (Issued by Leeds City Council Licensing)

Sale by retail of alcohol – Every Day 09:00 – 00:00
(Alcohol is sold for consumption both on and off the premises)

Performance of live music – Every Day 09:00 – 00:30

Performance of recorded music – Every Day 09:00 – 00:30

Opening Hours of the premises – Everyday 09:00 – 00:30

In respect to door supervisors there is a condition consistent with the Operating Schedule set as -

No. of door supervisors for the premises - 2

Friday and Saturday - from 8pm

We do not start trade until 12noon each day but these are the hours we are actually permitted to conduct activities between if we wanted.

Summary

Last year we were investigated by the following council bodies as a result of noise complaints from 3 residents at Waterman's Place-

- Legal, Licensing and Regeneration (Carmel Brennand – Senior Liaison & Enforcement Officer)
- Environmental Protection (Vanessa Holroyd – Senior Environmental Health Officer)

I myself dealt with both departments conducting discussions by phone, email, and an on-site meeting (Both council departments have all discussions logged and details recorded on file).

Dealings with these bodies took place over about an 8week period to which a number of **VOLUNTARY** strategies were trialled. A significant reduction in the overall noise levels from the site were achieved - we subsequently agreed to keep these strategies in place.

Kind Regard

Sarah Ellis
Group Marketing Manager (Ossett Brewing Company Ltd)
Area Manager (Ossett Brewery Taverns Ltd T/A The Hop)

Strategies

Strategies that were trialled and are now held in place at the site-

- **Sound Monitoring System**

We put in place a sound monitoring system that is recorded on a daily basis. This is set as sound readings taken 1 hour prior to us opening to the public at 12noon (this is in order to obtain a base level figure for noise in the area) and then at a selection of half hour intervals throughout the day, 7 days a week (Please see Appendix 1 for a copy of these sheets).

This sound monitoring is on-going. The figures that were obtained and still are obtained now show the area to have an above average base level of noise - to the extent of around 20decibels. During the complaints last year health protection officer tried to gain access to one of the complainant's flats to take internal readings on a couple of occasions to which the resident did not respond.

The figures we record Sun – Wed show we add very little if any noise to the area during our hours of trade. The figures we record on Thursday to Saturdays show that in the evenings we do add 'noise' to the area but not at an unacceptable level to what is set at the pre 11pm and post 11pm levels within residential areas.

- **Reduced hours of live music**

We have brought forward the time in which we play live music up until by 1.5hrs; from the authorised, licensed 12:30am time, to an 11pm agreement with respect to residents.

Both council bodies were very happy with this as it was completely voluntary on our behalf and is in line with the 11pm timing to which the sound levels deemed acceptable in residential areas have to reduce at.

- **Door security**

We now start door security an hour earlier on a Friday evening – so from the authorised, licensed 8pm, to a 7pm agreement.

Obviously this is again completely voluntary and at our own expense.

- **Noise leak avoidance**

We introduced a noise leak avoidance policy from 9pm on a Friday and Saturday evening with respect to the door supervisors. They now stay positioned in front of or between the 2 sets of double doors from 9pm to 'open and close' them for all customers. This is to avoid doors being left ajar and reduce the noise leaking window from inside the premises. This does have to take into account the times at which, through the prevention of crime and disorder at the premises, the door supervisors have to leave the doors and enter the venue to do 'walk-rounds' and if they get called in to deal with any altercations and disagreements.

- **Exit signage**

We put signs in place at the doors asking people to leave quietly and 'respect our neighbours'.

- **Alternative sound equipment to reduce level from bands**

To reduce the level of noise from bands performing live on a Friday and Saturday evening we voluntarily replaced the sound set up from bands bringing in their own PA's (effectively setting their own sound levels) to installing an in-house PA system that is operated by staff on site and limited.

This made a large difference of up to 15decibels reduction to internal noise levels recorded at the site. Again this was completely voluntary and at our own significant cost.

- *Removal of 4 speakers from the 2 side arches*

We removed all 4 speakers from the side 'exit' arches of the premises where the entrance/exits lead into/from. Again this was completely voluntary.

Results

Results obtained from the introduction of noise reduction strategies are detailed below. All readings are in decibels.

Friday Summary Report

Zone 2: **Inside Venue** (Mezzanine Level – In front of arched seating)

Time	Initial 4wk monitoring average 2010	4wk implementation average 2010	current levels average 2011
7.30pm	88.9	85.5	78.2
8.30pm	93.1	86.6	84.2
9.30pm	96.8	91.8	90.7
10.30pm	97.3	95.8	95.0
11.30pm	83.8	82.0	80.6

Appendix 2 - Breakdown

Zone 3: **Outside Venue** (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Time	Initial 4wk monitoring average 2010	4wk implementation average 2010	current levels average 2011
7.30pm	68.7	64.3	63.3
8.30pm	73.7	65.7	69.1
9.30pm	75.1	63.9	70.8
10.30pm	71.5	69.8	70.7
11.30pm	64.4	62.4	61.8

Appendix 3 - Breakdown

Zone 3: **BASE LEVEL READINGS**

Outside Venue (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Pre 12noon	60.4 Average	58.8 Average	60.6 Average
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Appendix 4 - Breakdown

Saturday Summary Report

Zone 2: **Inside Venue** (Mezzanine Level – In front of arched seating)

Time	Initial 4wk monitoring average 2010	4wk implementation average 2010	current levels average 2011
7.30pm	78.3	72.7	75.7
8.30pm	86.3	80.6	79.8
9.30pm	92.2	90.0	88.1
10.30pm	96.1	90.7	91.4
11.30pm	83.8	83.9	84.1

Appendix 5 - Breakdown

Zone 3: **Outside Venue** (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Time	Initial 4wk monitoring average 2010	4wk implementation average 2010	current levels average 2011
7.30pm	79.6	60.8	66.8
8.30pm	65.4	64.7	69.1
9.30pm	68.6	66.1	70.7
10.30pm	68.8	65.8	69.5
11.30pm	63.6	62.5	65.5

Appendix 6 - Breakdown

Zone 3: **BASE LEVEL READINGS**

Outside Venue (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Pre 12noon	61.4 Average	61.5 Average	61.42 Average
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Appendix 7 - Breakdown

Outcome

By the end of the 8 week period both council bodies dropped their cases against us as they were very happy with the procedures that were put in place and results obtained. All areas have shown a significant reduction in overall noise.

It was noted throughout the case that we were very cooperative and compromised significantly. It was also made obvious in discussions with both officers concerned that residents were very naïve to purchase property in a mixed use development next to a train station and to not expect to hear noise associated with these environments.

All the above detailing is available through Leeds City Council if residents feel they need to verify any of the points and as stated we are very happy to release our daily figures at reasonable intervals.

Appendix 1:

Digital Sound Meter Record Sheet

Venue: The Hop Leeds

Day:

Date:

Zone: 1 (Inside Venue- Ground Floor-Bar Area)

Base Level (B.L.): Natural Sound Level of the area when the premise is not operational – readings to be taken before 12noon.

Comments: To include music type being played - House Music/Live Band/None.

<u>Time</u>	<u>Decibels</u>	<u>Checked By</u>	<u>Signature</u>	<u>Comments</u>
B.L.				
B.L.				
19.00				
19.30				
20.00				
20.30				
21.00				
21.30				
22.00				
22.30				
23.00				
23.30				
24.00				

Duty Manager:

Signature:

Digital Sound Meter Record Sheet

Venue: The Hop Leeds

Day:

Date:

Zone: 2 (Inside Venue- Mezzanine Level-In front of Arched Seating)

Base Level (B.L.): Natural Sound Level of the area when the premise is not operational – readings to be taken before 12noon.

Comments: To include music type being played - House Music/Live Band/None.

<u>Time</u>	<u>Decibels</u>	<u>Checked By</u>	<u>Signature</u>	<u>Comments</u>
B.L.				
B.L.				
19.00				
19.30				
20.00				
20.30				
21.00				
21.30				
22.00				
22.30				
23.00				
23.30				
24.00				

Duty Manager:

Signature:

Digital Sound Meter Record Sheet

Venue: The Hop Leeds

Day:

Date:

Zone: 3 (Outside Venue- Ground Floor- 5 Metre Perimeter Boundary Reading- Residential Side)

Base Level (B.L.): Natural Sound Level of the area when the premise is not operational – readings to be taken before 12noon.

Comments: To include music type being played - House Music/Live Band/None.

<u>Time</u>	<u>Decibels</u>	<u>Checked By</u>	<u>Signature</u>	<u>Comments</u>
B.L.				
B.L.				
19.00				
19.30				
20.00				
20.30				
21.00				
21.30				
22.00				
22.30				
23.00				
23.30				
24.00				

Duty Manager:

Signature:

Appendix 2: Friday Readings - Zone 2

Zone 2: Inside Venue (Mezzanine Level – In front of arched seating)

Initial 4 week monitoring 2010

Friday	7.30pm	89.6 (24/09/10)	87.8 (08/10/11)	86.8 (15/10/11)	91.6 (22/10/10)	88.9 Average	
Friday	8.30pm	89.0	89.0	95.3	99.4	93.1	
Friday	9.30pm	98.5	96.6	95.3	97.1	96.8	
Friday	10.30pm	97.7	98.6	95.8	97.1	97.3	
Friday	11.30pm	84.8	86.0	85.2	79.4	83.8	

4 week implementation 2010

Friday	7.30pm	84.9 05/11/10	83.5 (11/11/10)	89.3 (19/11/10)	84.3 (26/11/10)	85.5 Average	
Friday	8.30pm	85.8	85.2	89.0	86.6	86.6	
Friday	9.30pm	90.7	95.2	88.4	93.1	91.8	
Friday	10.30pm	92.3	96.8	98.7	95.4	95.8	
Friday	11.30pm	80.9	82.0	84.0	81.3	82.0	

Current levels 2011

Friday	7.30pm	81 (14/01/11)	79.2 (03/06/11)	81.7 (10/06/11)	71.1 (01/07/11)	78.2 Average	
Friday	8.30pm	85.2	86.1	85.4	80.1	84.2	
Friday	9.30pm	92.1	86.2	86.9	97.6	90.7	
Friday	10.30pm	92.3	95.8	96.9	95.2	95.0	
Friday	11.30pm	85.1	76.3	79.4	81.9	80.6	

Appendix 3: Friday Readings - Zone 3

Zone 3: Outside Venue (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Initial 4 week monitoring 2010

Friday	7.30pm	71.5 (24/09/10)	66.1 (08/10/11)	66.9 (15/10/11)	70.5 (22/10/10)	68.7 Average	
Friday	8.30pm	70.3	80.1	70.1	74.3	73.7	
Friday	9.30pm	68.4	82.0	76.1	74.1	75.1	
Friday	10.30pm	70.1	74.5	66.7	74.8	71.5	
Friday	11.30pm	62.6	65.3	63.4	66.4	64.4	

4 week implementation 2010

Friday	7.30pm	60.1 (05/11/10)	63.7 (11/11/10)	72.6 (19/11/10)	60.8 (26/11/10)	64.3 Average	
Friday	8.30pm	63.7	64.1	73.0	62.1	65.7	
Friday	9.30pm	64.3	64.2	62.5	64.8	63.9	
Friday	10.30pm	66.9	68.1	76.7	67.8	69.8	
Friday	11.30pm	61.9	62.4	61.3	64.1	62.4	

Current levels 2011

Friday	7.30pm	60.8 (14/01/11)	65.1 (03/06/11)	62.3 (10/06/11)	65.1 (01/07/11)	63.3 Average	
Friday	8.30pm	63.7	69.2	69	74.5	69.1	
Friday	9.30pm	64.7	70.1	75.8	72.9	70.8	
Friday	10.30pm	66.8	74.5	67.8	73.8	70.7	
Friday	11.30pm	62.4	60.7	60.1	64.1	61.8	

Appendix 4: Friday **BASE LEVEL** Readings - Zone 3

Zone 3: Outside Venue (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Initial 4 week monitoring 2010

Pre 12noon	61.8 (24/09/10)	62.3 (08/10/11)	59 (15/10/11)	58.3 (22/10/10)	60.4 Average
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4 week implementation 2010

Pre 12noon	60.9 05/11/10	57.3 (11/11/10)	62.4 (19/11/10)	54.7 (26/11/10)	58.8 Average
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Current levels 2011

Pre 12non	62.4 (14/01/11)	59.4 (03/06/11)	57.9 (10/06/11)	62.8 (01/07/11)	60.6 Average
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Appendix 5: Saturday Readings - Zone 2

Zone 2: Inside Venue (Mezzanine Level – In front of arched seating)

Initial 4 week monitoring 2010

Saturday	7.30pm	80.9 (25/09/10)	76.8 (09/10/11)	73 (16/10/11)	82.5 (23/10/10)	78.3 Average	
Saturday	8.30pm	82.1	88.6	92.2	82.6	86.3	
Saturday	9.30pm	98.9	87.2	95.3	87.7	92.2	
Saturday	10.30pm	97.9	95.3	96.7	94.6	96.1	
Saturday	11.30pm	86.9	86.3	84.9	77.3	83.8	

4 week implementation 2010

Saturday	7.30pm	77.0 06/11/10	76.9 (12/11/10)	64.5 (20/11/10)	72.6 (27/11/10)	72.7 Average	
Saturday	8.30pm	81.1	81.3	82.3	78.0	80.6	
Saturday	9.30pm	85.2	96.3	93.9	84.9	90.0	
Saturday	10.30pm	87.2	91.9	95.7	88.2	90.7	
Saturday	11.30pm	82.0	84.6	87.2	82.0	83.9	

Current levels 2011

Saturday	7.30pm	70.9 (15/01/11)	75.6 (04/06/11)	80.1 (11/06/11)	76.5 (02/07/11)	75.7 Average	
Saturday	8.30pm	80.1	78.9	84.9	75.6	79.8	
Saturday	9.30pm	84.0	90.1	87.6	90.8	88.1	
Saturday	10.30pm	88.1	93.2	92.7	91.9	91.4	
Saturday	11.30pm	80.7	84.2	86.4	85.2	84.1	

Appendix 6: Saturday Readings - Zone 3

Zone 3: Outside Venue (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Initial 4 week monitoring 2010

Saturday	7.30pm	66.2 (25/09/10)	61.3 (09/10/11)	64.4 (16/10/11)	60.3 (23/10/10)	79.6 Average	
Saturday	8.30pm	61.1	75.9	62.8	61.9	65.4	
Saturday	9.30pm	67.1	65.4	66.1	76.1	68.6	
Saturday	10.30pm	70.2	66.6	60.2	78.5	68.8	
Saturday	11.30pm	62.9	62.4	57.2	72.0	63.6	

4 week implementation 2010

Saturday	7.30pm	62.4 (06/11/10)	61.7 (12/11/10)	55.4 (20/11/10)	64.0 (27/11/10)	60.8 Average	
Saturday	8.30pm	63.9	64.3	64.9	65.9	64.7	
Saturday	9.30pm	65.8	62.3	68.5	67.9	66.1	
Saturday	10.30pm	66.5	63.1	69.7	64.2	65.8	
Saturday	11.30pm	62.9	60.8	65.3	61.1	62.5	

Current levels 2011

Saturday	7.30pm	61.3 (15/01/11)	72.9 (04/06/11)	63.1 (11/06/11)	70.1 (02/07/11)	66.8 Average	
Saturday	8.30pm	63.7	72.5	68.5	71.7	69.1	
Saturday	9.30pm	65.3	73.8	71.5	72.3	70.7	
Saturday	10.30pm	65.9	74.1	64.2	73.9	69.5	
Saturday	11.30pm	62.0	71.3	60.6	68.1	65.5	

Appendix 7: Saturday **BASE LEVEL** Readings - Zone 3

Zone 3: Outside Venue (Ground Floor – 5 Metre perimeter boundary reading – Residential Side)

Initial 4 week monitoring 2010

Pre 12noon	59.8 (25/09/10)	64.2 (09/10/11)	59.4 (16/10/11)	62.3 (23/10/10)	61.4 Average
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4 week implementation 2010

Pre 12noon	60.5 06/11/10	62.8 (12/11/10)	64.7 (20/11/10)	58.1 (27/11/10)	61.5 Average
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Current levels 2011

Pre 12noon	62.6 (15/01/11)	60.7 (04/06/11)	59.1 (11/06/11)	63.3 (02/07/11)	61.42 Average
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