

# Public Document Pack

SUPPLEMENTARY INFORMATION

LICENSING SUB COMMITTEE – 14<sup>TH</sup> JANUARY 2025

AGENDA ITEM 8 - Application to Vary a Premises Licence held by Carousel & Home,  
117 Albion Street, Leeds, LS2 8DY

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23 Dec  
2024, 20:21

[REDACTED]  
to [REDACTED] bcc: Entertainment

Dear [REDACTED]

I am writing to address the concerns raised regarding our recent application to extend the terminal hour at our venue. First and foremost, I want to express my understanding of your apprehensions and assure you that we take our responsibility to uphold the licensing objectives, particularly the prevention of public nuisance, very seriously.

To that end, we have implemented several measures to ensure that any potential disturbances are minimised. For example:

- **Noise Monitoring:** We conduct regular noise level readings at intervals throughout our operating hours to ensure that noise emanating from the premises remains within acceptable limits. Any unusual patterns are addressed promptly.
- **Security Management:** Our SIA-registered security personnel are specifically trained to manage patrons both inside and outside the venue. Their duties include ensuring that patrons do not shout or speak loudly over what would be deemed a reasonable level, thereby helping to mitigate excessive noise.
- **CCTV Monitoring:** We have comprehensive CCTV coverage in and around the premises, enabling us to monitor and respond swiftly to any potential disturbances.

We are committed to being good neighbours and fostering a harmonious relationship with the community. I believe that extending the terminal hour could actually help to minimise disruption. At present, our hard stop under the current license results in a substantial number of patrons exiting the venue simultaneously. The additional hour would allow for a softer egress, reducing the number of people on the street at any given time.

To further address your concerns and explore ways to mitigate any potential disturbance, I would like to invite you to the venue on Friday, 27th December, I will be at the venue between 4:00 PM and 8:00 PM. Please feel free to pop in for a coffee. I would love the opportunity to sit with you, discuss your concerns in more detail and collaborate on solutions that are practicable for everyone.

Thank you for your engagement and for giving us the chance to work together to ensure a positive outcome for the community. I look forward to hearing from you and, hopefully, meeting you in person.

Kind regards

[REDACTED]  
**Operations Director**

T: [REDACTED]  
[REDACTED]

[REDACTED])  
24 Dec  
2024, 13:04

to me

**Classification:** Public

Hello [REDACTED]

Thank you for your email and kind invite, however I am away from Leeds that day.

I do appreciate the steps you are taking to be a good neighbour – lets see how it goes!

Best wishes for Christmas and the New Year,

Kind regards, [REDACTED]

**PREM/00575/030 - Carousel & Home 117 Albion Street, Leeds, LS2 8DY**

Mon, 23 Dec  
2024, 20:38

to [REDACTED] bcc: Entertainment

Dear [REDACTED]

I am writing to address the concerns raised regarding our recent application to extend the terminal hour at our venue. First and foremost, I want to express my understanding of your apprehensions and assure you that we take our responsibility to uphold the licensing objectives, particularly the prevention of public nuisance, very seriously.

To that end, we have implemented several measures to ensure that any potential disturbances are minimised. For example:

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Thank you for your engagement and for giving us the chance to work together to ensure a positive outcome for the community. I look forward to hearing from you and, hopefully, meeting you in person.

Kind regards

[REDACTED]  
**Operations Director**

T: [REDACTED]  
[REDACTED]

## License extension Home and Carousel

[REDACTED]  
10 Dec  
2024, 13:59

to [REDACTED]

Hi [REDACTED],

Thank you for allowing me to contact you directly regarding your concerns about our application to extend the trading hours at Home and Carousel. I truly appreciate your time and the opportunity to address any issues you've raised.

As mentioned in my response to your objection (hopefully, forwarded to you by the council) we are genuinely committed to being considerate neighbours. We want to work collaboratively with local residents to understand any impacts our business may have and to minimise any disturbance as much as reasonably possible.

I'll be at the venue tomorrow from late afternoon through the evening and would love the chance to meet with you in person. Perhaps we could sit down over a coffee and discuss your concerns in more detail. I'm confident we can explore practical solutions together to address them.

The consultation period for the license application closes on 12th December. If your objection remains, it's likely the matter will proceed to a licensing hearing, which we completely respect. However, I hope we can find a resolution before it gets to that stage, as we're eager to work together to ensure your concerns are managed effectively.

Please let me know if you're available to meet, or if it would be more convenient to have a call instead. I look forward to hearing from you.

Kind regards

[REDACTED]

[REDACTED]

10 Dec  
2024, 15:17

to me

Non-Business

Hi [REDACTED]

Thank you for your e-mail.

Unfortunately, I'm working away this week and unable to meet in person until the following week.

However, I would like to outline my concerns and give you an opportunity to offer practical solutions.

I live in an apartment on the 16<sup>th</sup> floor of the adjacent building, and the area between the two buildings acts as an amplifier of sound from the ground level which is projected upwards by the walls at either side of this area. Generally, the volume of music from Carousel / Home isn't intrusive, but there are certain times of the week (e.g. Wednesday, Friday and Saturday nights) when the music is quite noticeable [REDACTED] When Carousel first opened, the door on the 'curved' corner was left open which resulted in sound 'leaking' up to the apartments. When 'Voodoo' events first started on a Wednesday evening, as well as cordoning off an area to the front of Carousel, an extra large area at the side (in the area between the two building) was cordoned off, it is this area which results in the most 'noise nuisance' (I would like confirmation whether Home/Carousel are entitled to cordon off such a large area, or whether they are encroaching on a public walkway).

In your original text, which was forwarded to me by Leeds City Council, you said:

***“To address the specific concerns you have raised, particularly regarding noise from the outdoor smoking area and the queue on Wednesday evenings during Voodoo events, we are prepared to explore additional measures. We are willing to consider relocating the smoking area and the queue to minimise the impact on nearby residences and will work closely with our security team to ensure patrons in these areas are managed effectively. We are also open to increasing the number of security personnel on Wednesdays to further mitigate any disturbances.”***

If you can put any mitigations into writing for me (e.g. relocating the smoking area, increasing the number of security personnel), we can monitor the position (several other tenants in my building have also expressed concerns).

You have also indicated that you have a 'hard stop' due to your current licenced hours. I'm not convinced that extending the terminal hour will result in a softer egress from the venue, rather it will only push the 'hard stop' back an hour.

Yours sincerely,

[REDACTED]

[REDACTED] >

11 Dec  
2024, 14:56

to [REDACTED]

Hi [REDACTED]

Thank you for your email and for taking the time to explain in more detail how noise transfers [REDACTED]. Your explanation about the amplification effect between the buildings is particularly helpful in understanding the issue, and I want to assure you that we are keen to find reasonable and practicable solutions to mitigate any excessive noise.

To address your specific concerns, I'd like to clarify a couple of points:

- We hold a pavement license for the area between the two buildings, which allows us to manage and utilise this space. However, we understand the sensitivity of its use, now that you have explained your circumstances.
- We are committed to finding an amicable solution that balances the needs of our business with the comfort of our neighbours.

In the immediate term, I will personally manage the door this evening to monitor the situation and will relocate the smoking area to the front of the building. My hope is that this will ease any noise issues considerably. This will allow us to evaluate its impact and adjust our approach as necessary.

Regarding your concerns about extending the terminal hour, I appreciate your perspective that this might not make a significant difference. However, based on my experience with other businesses, I have observed that a later terminal hour often results in patrons naturally leaving the venue in smaller groups over a more extended period, rather than the concentrated egress caused by a hard stop. This smoother exit can help reduce noise and disruption overall. I will also this evening use extra security on the egress along with pedestrian barriers that will encourage patrons to turn right when exiting moving down Albion street and away from your building.

I also acknowledge your request to formalise mitigations in writing, including the relocation of the smoking area and increasing security personnel at certain times. I will implement the above measures and ensure they are monitored closely.



Feedback from yourself and other tenants will be invaluable in evaluating their effectiveness.

Thank you again for sharing your concerns. We value the input of our neighbours and will continue working to ensure that our operations are considerate of the surrounding community. Please feel free to share any further feedback.

Kind regards

[Redacted signature]

[Redacted name]

Mon, 23 Dec  
2024, 20:42

to [Redacted]

Hi [Redacted]

I hope you are well.

I just wanted to touch base with you following my previous correspondence. To further address your concerns and explore ways to mitigate any potential disturbance, I would like to invite you to the venue on Friday, 27th December, I will be at the venue between 4:00 PM and 8:00 PM. Please feel free to pop in for a coffee. I would love the opportunity to sit with you, discuss your concerns in more detail and collaborate on solutions that are practicable for everyone.

Wishing you a very merry Christmas.

Kind regards

[Redacted signature]

[Redacted name]

25 Dec  
2024, 21:33

to me

Non-Business

Hi [Redacted]

I'm OK, how are you?

I will still be away for the Christmas Break on the 27<sup>th</sup> December, and, unfortunately, won't be able to meet with you.

I can see you have already re-arranged the smoking area which may contribute to reducing the noise impact on the residential apartments. I appreciate this, thank you.

The Voodoo Event didn't seem to take place on Wednesday 18<sup>th</sup> December, and I can't say whether there has been any improvement.

We won't know whether the extended licencing hours has had any impact on the noise levels until they are in operation. In the meantime, I will let you know if there has been any change.

Thank you.

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