

## NIGHTLIFE SECURITY SUMMARIES

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30/01/2015

21:45 - group of twenty something's left the Blue Post Pub and walked along Eastcastle St towards Oxford Circus. Group were noisy and boisterous.

22.30 - Noise levels from the Blue Post Pub unacceptable.

23.34 - Noise levels from the Champion Pub on Eastcastle St/ Wells St very noisy.

00.41 - x2 IC1 females making noise coming from Eastcastle St, Oxford St direction, we asked them to walk along quietly.

00.45 - Westminster Council visit, spoke to Dominik Prosser (report filled out)

01.45 - Taxi driver using his horn near the hotel, spoke to him and asked him to refrain from doing this.

So as predicted we had a visit from Westminster council

Kay Cummings

[kcummings@westminster.gov.uk](mailto:kcummings@westminster.gov.uk)

She started out quite strong and mentioned a few things:

Everyone needs to have SIA badges showing, we need to have signs outside and inside, we need to keep fire doors closed.

All these measures will be met tomorrow

After taking her round and she seemed happy and had no complaints.

Her visit is obviously a consequence of Zafar complaining and we need to prepare for a follow up.

## NIGHTLIFE SECURITY SUMMARIES

FEBRUARY

## 19/02/2015

22:24 – Workman working on pavement directly outside Zafar Khalid's apartment.

23:22 – 2 x IC1 males & 2 x IC1 females making excessive noise on Eastcastle Street heading towards Oxford Circus. They were not guests of the hotel or the Basement.

01:35 – Very loud and aggressive altercation between several men on Berners street / Oxford Street. This group were not guests of the hotel or the Basement.

No.'s

21:00 – 2

22:00 – 100

23:00 – 169

00:00 – 100

01:00 – 57

02:00 – 30

## 20/02/2015

23:30 - Group of very loud people outside the Blue Posts pub.

23:32 - Same group made their way down Eastcastle St. turned left into Berners Mews and used Berners Mews as a place to urinate. Both of these incidents were reported to security control and caught on CCTV.

23:48 - A group of musicians consisting of about 30 people congregated in Berners Mews. They were from the 100 Club venue. They did not perform at The EDITION, they were not hotel guests and they did not enter the premises either.

01:25/01:30 – 2 Females got into a physical confrontation outside the hotel main entrance in regard to a book taxi. Relevant documentation has been completed.

No.'s

21:00 - 4

22:00 - 31

23:00 - 100

00:00 - 160

01:00 - 173

02:00 - 220

## NIGHTLIFE SECURITY SUMMARIES

### 26/02/2015

21:35 - Incident caught on CCTV by security control involving 3 gentlemen who were doing graffiti around the premises and disfiguring the property, informed by Danny Smith.

**21:58** - Carlos stood on the corner of Berners St./Eastcastle St. when he shared information that he informed 2 females about not consuming alcohol and if they will continue their entrance will be refused.

**23:22** - Maddy Barry informed security in regard with female patron who'd she prefer not to have access to the bar.

**23:45** - Incident brought was brought to the attention of Security by Irene at the front desk. A full PPS incident report was completed and a hotel witness statement completed by myself regarding the incident. Security control was alerted.

**00:07** - A female barred from the premises was identified. A full PPS incident report along with photographic proof was completed. Security control was alerted.

**01:45** - Dominik Prosser showed security a text from Zafar Khalid regarding noise levels outside his apartment.

**02:00-02:18** - Clearing Berners St. of patrons from Last Night in Paris.

**02:10** - A gentleman identifies himself to Dominik Prosser as a representative from Westminster Council. His name is Patrick Bangura. He was there due to a noise complaint from a resident.

No.'s

21:00 - 0

22:00 - 40

23:00 - 140

00:00 - 210

01:00 - 215

02:00 - 180

## **27/02/2015**

**21:45/22:05** - 6 male and females drinking & smoking marijuana in Berners Mews. Security approached the group and asked them where they are actually drinking. They reply the Blue Posts and they instantly went back there. This was reported to security control.

**01:31** - A group of 8 males left the Sanderson Hotel which was very vocal and noisy. They kicked over a cone on the corner of Eastcastle St. This was reported to security control

**01:44** - Heavy build-up of traffic on Eastcastle St. The source of the build-up of traffic was due to several very flash expensive high performance cars parked up on Wells St. This caused traffic to build up on Berners St. and cars to use their horns. Security control was informed.

## **NIGHTLIFE SECURITY SUMMARIES**

**02:11** – From an apartment on Eastcastle St. opposite hotel on the 1st floor was a male who climbed out of a window onto a ledge temporarily. Security control was informed.

No.'s

21:00 - 0

THE  
LONDON  
EDITION

22:00 - 27  
23:00 - 98  
00:00 - 210  
01:00 - 170  
02:00 - 97

## NIGHTLIFE SECURITY SUMMARIES

### MARCH

#### 06/03/2015

The event in the Basement was quite busy but never exceeded 150 guests downstairs. No problems was encounter with any the guests from the Basement both inside and outside of the hotel. This is backed up by only 1 log that appears in our report and that wasn't anything to do with patrons from the hotel and Keep Bouncing. So there were only 2 minor issues to report.

**01:00/01:15** - An IC1 male aged 35yrs vomited downstairs and was promptly asked to leave and was removed from the premises. Security control was notified.

**01:30/01:40** - IC1 male aged 22yrs was removed from the hotel as he was intoxicated. Security control was notified.

**02:15** - A very noisy group of 4 IC1 males walking down Eastcastle St. towards Oxford Circus. Security control was notified.

No.'s

21:00 - 2

22:00 - 19

23:00 - 96

00:00 - 150

01:00 - 99

02:00 - 60

#### 07/03/2015

**23:25** - Andrew Roberts reports to security control that 4 IC1 males coming from the Blue Posts pub are walking down Eastcastle St. towards Oxford Circus in a noisy manner. They walk past Zafar Khalid's appt.

**23:35** - Zafar Khalid enters the premises accompanied by a male companion and goes for a drink in the lobby bar.

**02:35/2:45** - Zafar Khalid leaves the premises. Ashley Harewood keeps a close eye on his friend as they left as he was slightly wobbly on his feet. Zafar said thank you to John Goodwin who was situated on the corner of Eastcastle St.

No.'s

21:00 - 2

22:00 - 26

23:00 - 112

00:00 - 170

01:00 - 219

02:00 - 150

## NIGHTLIFE SECURITY SUMMARIES

### 08/03/2015

21:00/21:20 - Zafar Khalid walks past the front of hotel towards Oxford St. with the male companion he visited the Basement with the previous night. He was very complimentary on how all the staff connected to the Basement treated him and he was very thankful.

22:20 - A blue BMW parked directly outside Zafar Khalid's apt. was playing very loud music. Lionel Morris situated on the corner of Eastcastle St. spoke to him and kindly asked the driver to turn down his music considerably which he did without fuss. Security control was informed.

### 12/03/2015

22:17 - A big group of people by the Champion Pub (Eastcastle St) was making excessive noise.

22:22 - Big issue sales man asking for money and being loud.

22:27 - Lamborghini came past making excessive noise, friend and guest of the hotel.

22:41 - IC3 chanting loudly not a guest of the EDITION.

23:58 - Big Issue seller making noise was asked to keep the noise down, he was calmed down by Stephen Hayes (PPS) "please highlight on CCTV" as he was then taken by Steven Hayes (PPS), and escorted towards Oxford St.

Group of men came from Sanderson being loud and was asked to keep the noise down.

Group of ladies came from the Champion who was asked to keep quiet.

00:55 - Council representatives arrived just asking questions about a complaint from resident regarding a group of people in car just after midnight. Dominik -Basement Manager spoke to them and asked security to show them the report.

01:15 - Event finished

No.'s

22:04 - 35

23:05 - 75

23:49 - 80

00:04 - 60

00:48 - 40

### 17/03/2015

01:38 – Informed by Dominik Prosser that Zafar Khalid has called and complained about noise levels in the smoking area.

## NIGHTLIFE SECURITY SUMMARIES

Email from Dominik Prosser with regard to this matter: [Unfortunately Zafar called Laurentiu \(night manager\) to complain about noise outside. Security immediately went outside to have a look and there was one group of people walking down Eastcastle Street. Security stopped them and told them what the situation is.](#)

02:25 – Car drivers using their horns directly outside the hotel. Vehicles involved were not driven by guests from the hotel or Basement nor were they used to carry any of hotel guests.

02:26 – Ashley Harewood has a discussion with an IC3 hotel guest who was also a guest from the Nike event that was held in the Basement. Ashley filled out a PPS incident report.

No.'s

23:00 – 0

00:00 – 63

01:00 – 146

02:00 – 137

### 20/03/2015

23:48 - John Goodwin calmly spoke to a couple who were arguing on Eastcastle St. near Zafar Khalid's apt. and asked them to be mindful of residents and to lower their voices considerably. The female told John to f\*\*k off!!! I don't f\*\*\*\*\*g care. The couple were not guests of the hotel or the basement. Security control notified.

00:13 - Residents from party on 1st floor apt. opposite staff entrance on Eastcastle St. left their party walking along Eastcastle St. towards Berners St.

00:15 - Same group getting taxis on corner of Berners St. Dominik Prosser, Ryan Donovan and John Goodwin politely ask the group to lower their voices considerably as they were noisy. Security control notified for both logs.

### 26/03/2015

01:00 - Incident involving 2 male guests of white/Arabic appearance. Dominik Prosser was spat in the face. Security control was notified. Full PPS report completed and hotel witness report completed concerning matter.

No.'s

21:00 - 74

22:00 - 120

23:00 - 220

00:00 - 220

01:00 - 220

02:00 – 189

## NIGHTLIFE SECURITY SUMMARIES

### 27/03/2015

22:11 - Two lady's came from lower Eastcastle St., they were asked to be quiet but they refused.

23:32 - Group of people standing by the troubled flat asked to be quiet nothing to do with EDITION.

00:40 - Silver Audi 3 IC1 urinating on the Eastcastle flat railing resident came out and told them off nothing to do with the EDITION.

00:49 - A high performance car revving engine nothing to do with the EDITION.

01:30 - Large traffic jam outside Berners Street, lots of noise nothing to do with the EDITION.

No.'s

22:00 - 39

22:55 - 80

23:12 - 109

23:26 - 146

00:09 - 205

00:49 - 211

01:59 - 132

01:07 - 215

01:30 - 203

02:06 music off

### 28/03/2015

22:00 - Group of IC1's came from the Blue Post pub being loud, nothing to do with EDITION.

22:21 - 4 males came from the Champion pub being loud nothing to do with EDITION.

23:15 - 7 females came from Sanderson hotel loud and went to Oxford St, nothing to do with the EDITION Hotel.

23:47 - Ambulance with its siren on was passing by the hotel.

00:11 - Group of people coming from Oxford St being loud.

03:34 - Complaint was made by the neighbour, of people waking up because of loudness, as people exiting the basement from the bottom fire exit, 30-40 people come up the stairs and all of their vehicles or cabs were on East castle St.

No.'s

21:30 - 5

22:00 - 34



**NIGHTLIFE SECURITY SUMMARIES**

22:25 - 73

22:47 - 133

23:00 - 192

23:42 - 220

00:00 - 220

01:00 – At full capacity nobody was allowed further entry.

03:00 – Music cut off.

**NIGHTLIFE SECURITY SUMMARIES**

APRIL

01/04/2015

00:26 - Maria Johnson, Licensing Inspector Westminster Council entered the hotel and spoke to Laurentiu the night front desk manager. Her visit was not due to any noise complaints from residents or any disturbances. It was purely to leave her business card for Lance Perkins who had requested her contact details. Laurentiu has her business card.

There were no noise issues or disturbances related to the event in the Basement on what were a very quiet night.

No.'s

20:00 - 0

21:00 - 24

22:00 - 51

23:00 - 75

00:00 - 52

01:00 - 37

02/04/2015

22:25 - 3 IC1's coming from the Blue Posts being loud, nothing to do with the EDITION Hotel.

22:55 - IC1 male and IC1 female shouting down Eastcastle St told to be quiet, nothing to do with the EDITION Hotel.

23:12 - IC1 male and female was shouting from the Blue Posts, pub.

23:25 - 4 IC1 males making loud noise coming from Newman St nothing to do with the EDITION Hotel.

23:37 - 3 IC3's across the street being loud was told to be quiet.

00:24 - Black cab sounded its horn nothing to do with EDITION.

00:45 - 2 women and 2 men came from Sanderson, being loud nothing to do with EDITION Hotel.

01:15 - Guest with Bentley from the EDITION started up his vehicle loudly.

02:08 - 4 people 2 men and 2 women came from Sanderson hotel singing loudly.

02:09 - Glass bins emptied down the end of Eastcastle St nothing to do with EDITION Hotel.

NIGHTLIFE SECURITY SUMMARIES

02:15 - Guests of basement across the street making noise and urinating against the board by WH Smith were told to tone it down and they were quite dismissive.

02:19 - Big group of Asian men congregated opposite in the door way of WH Smith to get out of the rain, and was waiting for cabs when security suggested they go and wait inside, they didn't take any notice.

02:26-02:28 - Complaint from Zafar came out spoke to Billy and starting filming, and said "this is perfect for me; this is not part of your licence to keep people outside" Billy replied have a good evening.

No.'s

22:20 - 77

22:56 - 88

23:05 - 106

23:30 - 159

00:00 - 200

00:10 - 220

00:34 - 220

01:29 - 200

02:07 music off

## 16/04/2015

20:29 - An Italian IC1 rides past the hotel on a push bike and repeats the words "anti-capitalist". A PPS incident report and security control was notified.

23:16 - A stag group walked down Eastcastle St. past the staff entrance. They were not guests of the hotel or patrons from the Basement. Security control was notified.

23:23 - A group of IC1 men outside the Champion pub on Eastcastle St. was loud. Security control was notified.

No.'s

20:00 - 7

21:00 - 24

22:00 - 35

23:00 - 26

The Basement was empty of guests by 23:35. Security consulted with Paul the assistant bars manager if he required the team any further. He was confident that the patrons left in the bar were fine and was happy for them to stand down.

## NIGHTLIFE SECURITY SUMMARIES

**25/04/2015**

00:40 - Zafar Khalid approaches Mantas Zaleckis who is situated on the corner of Berners St./Eastcastle St. Zafar Khalid moments later takes out his phone and puts it in Mantas' face. Michael went inside the hotel and asked Lance Perkins (duty manager) to speak with Zafar, and we got Dominik Prosser to come to the front door also.

The guests from Catch a Groove were a mature, smart, and very compliant whenever asked to queue and be quiet in the smoking area which security can't recall asking anyone last night to tone their voices down. Michael and Chris Johnson who was on Green Threat duty, only had to occasionally ask guests from all of the EDITION outlets to move behind the ropes and posts in the designated smoking area. Just to add Zafar apparently mentioned that he called Westminster Council. There were no visits from Westminster Council.

No.'s

21:00 - 0

22:00 - 71

23:00 - 143

00:00 - 220

01:00 - 220

02:00 - 220

## **NIGHTLIFE SECURITY SUMMARIES**

**MAY**

## 01/05/2015

01:03 - Rudy (front desk night manager) informs Michael he's had a call from Westminster Council regarding a noise complaint from a neighbour who lives close by..... Michael then noticed Zafar Khalid on his phone outside his apartment on the corner of Eastcastle St.

01:10 - a Westminster Council vehicle going towards Oxford Circus goes by on Eastcastle St.

01:45 - Westminster Council vehicle goes by again in the same direction.

02:15 - Zafar Khalid comes out of his apartment and talks to the council representatives.

All the above points' security control was notified.

At some point between 01:45-02:00 three men (2 IC1 and 1 IC3) came out of the vehicle. It was obvious they were monitoring sound coming from the EDITION. They took it in turns to walk past the EDITION across the street from the hotel. They may well have been using a device to measure noise levels. At no point did they approach the hotel. Chris Johnson and Michael were initially shocked when Rudy informed security at 01:03 of his call regarding noise. The Discreet guests were joyous in their behaviour, but when they queued up or were in the smoking area they heeded the occasional requests for them to be quiet.

On their departure the team made sure they were quiet as they left, and if security had to approach individuals or groups to quieten down they did so without hesitation. If guests were waiting for cabs they were asked to wait inside. Even when security stood down Michael and Danny Smith walked around the front one more time and approached a group who were now down by Sainsbury's on Berners St. They were waiting for cabs and was asked to wait inside the hotel.

No.'s

21:00 - 0

22:00 - 15

23:00 - 90

00:00 - 200

01:00 - 220

02:00 - 179

## 02/05/2015

00:45 - Zafar Khalid passed by and spoke to Ryan. He reported that a member of public urinated on his window.

## NIGHTLIFE SECURITY SUMMARIES

No.'s

21:00 - 0

22:00 - 0

23:00 - 15

00:00 - 25

01:00 – 24

Security has observed lately that Zafar Khalid's appearance and behaviour is becoming more and more concerning. Last night it was observed that he was pale, sweating and his eyes were wild. His approach to security was in an aggressive manner. If he were in a social environment i.e. in the Basement, music venue, or any licensed premises as a security operative you'd alert your colleagues about an individual fitting that profile. As it is also documented that he randomly points his phone in individual's faces, filming them without asking their permission, security operatives have voiced their concerns and as individuals regardless of where they are working should feel safe. A member of the public would call the police in such cases and have every right to do so.

#### Security Observation

Westminster Council installed 6 cameras last night in various areas around the main entrance.

- 2 on a lamppost outside WH Smith facing the hotel.
- 2 on the lamppost on the corner of Eastcastle/Berners St facing the Hotel.
- 2 on a lamppost outside Nando's facing the hotel.

It was mentioned by a Council representative it is for people monitoring.

LP/11

# GOODNIGHT

PLEASE KEEP NOISE TO A  
MINIMUM FOR THE BENEFIT  
OF OUR NEIGHBOURS

THE  
LONDON  
EDITION

GOODNIGHT  
PLEASE KEEP NOISE TO A  
MINIMUM FOR THE BENEFIT  
OF OUR NEIGHBORS

EDITION





# QUIET ZONE

PLEASE KEEP QUIET TO RESPECT OUR NEIGHBOURS,  
THANK YOU!



**Luke Elford**

---

**From:** Julian Skeens  
**Sent:** 13 July 2015 15:19  
**To:** Jonathan Glanz  
**Cc:** groberts@westminster.gov.uk; pchurch@westminster.gov.uk; Luke Elford  
**Subject:** Re: Residents Parking Eastcastle Street, outside York House (Edition Hotel)  
**Attachments:** image001.png

Dear Jonathon

That's very helpful, thank you.

I hope you had a good break

Julian Skeens  
Director  
for Jeffrey Green Russell Limited  
Sent from my iPhone

On 13 Jul 2015, at 15:11, Jonathan Glanz <jg@45west.com> wrote:

Dear Julian,

Many thanks for your email which arrived during my absence.

There is indeed on-going concern from the local residents in relation to a range of parking issues which we are seeking to explore during the parking occupancy review and subsequent more generally based review.

Certainly as Ward Councillor I would support residents in seeking to ensure that Respark is not abused and that necessary amendments to the timing for use and enforcement be made.

Best wishes,

Yours sincerely,

COUNCILLOR JONATHAN GLANZ  
Member for West End Ward

45 Welbeck Street, London, W1G 8DZ  
Tel: 020 7224 4545 / Fax: 020 7224 5151 / Mob: 077 4760 1812

Please follow me on the following:



<image002.png><image003.png><image004.png>

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**From:** Trish Barber [mailto:TXB@jgrlaw.co.uk] **On Behalf Of** Julian Skeens  
**Sent:** 01 July 2015 16:42  
**To:** Jonathan Glanz; groberts@westminster.gov.uk; pchurch@westminster.gov.uk  
**Cc:** Luke Elford

**Subject:** Re: Residents Parking Eastcastle Street, outside York House (Edition Hotel)  
**Importance:** High

Dear Councillors Glanz, Roberts and Church

Please find attached a copy of a letter we have written on our client's behalf to our clients have written to Paul Greaney, Policy Implementation & Assurance Officer at Westminster. Local residents, your constituents, have asked our client to help them to change the parking restrictions. Are you able to lend them your support?

Kind Regards,

**JULIAN SKEENS**

DIRECTOR  
HEAD OF LICENSING DEPT  
JEFFREY GREEN RUSSELL LIMITED

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Direct Fax: ++44 - (0)20 7307 0245  
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**Dictated by Julian Skeens but sent in his absence.**

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## Luke Elford

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**From:** Jonathan Glanz <jg@45west.com>  
**Sent:** 13 July 2015 15:10  
**To:** Julian Skeens  
**Cc:** groberts@westminster.gov.uk; pchurch@westminster.gov.uk; Luke Elford  
**Subject:** RE: Residents Parking Eastcastle Street, outside York House (Edition Hotel)  
**Attachments:** txb\_let re parking Edition\_1.pdf

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There is indeed on-going concern from the local residents in relation to a range of parking issues which we are seeking to explore during the parking occupancy review and subsequent more generally based review.

Certainly as Ward Councillor I would support residents in seeking to ensure that Respark is not abused and that necessary amendments to the timing for use and enforcement be made.

Best wishes,

Yours sincerely,

COUNCILLOR JONATHAN GLANZ  
Member for West End Ward

45 Welbeck Street, London, W1G 8DZ  
Tel: 020 7224 4545 / Fax: 020 7224 5151 / Mob: 077 4760 1812

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## Luke Elford

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**Attachments:** txb\_let re parking Edition\_1.PDF

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Kind Regards,

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JEFFREY

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Mr. Paul Greaney  
Policy Implementation & Assurance Officer  
City of Westminster  
City Hall  
64 Victoria Street  
London SW1E 6QP

Direct Email: jms@jgrlaw.co.uk  
Direct Fax No: 020 7307 0245  
Direct Dial No: 020 7339 7018

1 July 2015

By Post and email [pgreaney@westminster.gov.uk](mailto:pgreaney@westminster.gov.uk)  
Our Ref: JMS/TXB/19651.00001

Dear Sir

**Re: Residents Parking in Eastcastle Street, outside York House (Ref P/1261)**

We thank you for your letter of the 17<sup>th</sup> June 2015.

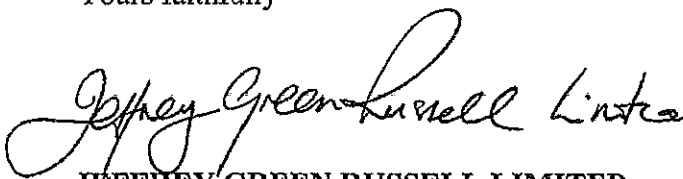
We are instructed by Marriott's Edition Hotel in Berners Street. Our clients have promised residents that they will give some support to changing the parking restrictions in Eastcastle Street in particular. There is no advantage to our client other than engendering the goodwill of their neighbours.

Our client's neighbours want changes to the parking in their immediate area. Our clients are not trying to change the parking requirements in the area as a whole.

We have written to the Ward Councillors asking them to support the scheme, but have not had the benefit of a reply. The Councillors may have written to you directly, – we don't know.

We are by copy of this email inviting the Ward Councillors to write to you direct. We have no doubt that minor changes to the parking regulations locally could make a huge difference for local residents. For the Councillor's benefit we attach hereto previous correspondence.

Yours faithfully



**JEFFREY GREEN RUSSELL LIMITED**

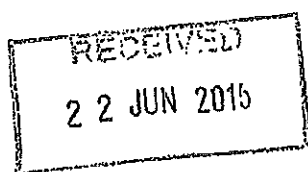
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Jeffrey Green Russell Limited (trading as Jeffrey Green Russell), Registered in England & Wales,  
Company Number: 07976954. Registered Office: Waverley House, 7-12 Noel Street, London W1F 8GQ.

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City of Westminster



Customer Relations  
City of Westminster PCN  
PO Box 234  
Sheffield  
S98 1PN

Mr Luke Elford  
Jeffrey Green Russell Ltd  
Waverley House  
7-12 Noel Street  
London  
W1F 8GQ

My Ref: P/1261  
Direct line: (020) 7641 1743

Date: 17 June 2015

Your reference: JMS/LJE/19651.00001

Dear Mr Elford

**Residents Parking in Eastcastle Street, outside York House**

Thank you for your letter, dated 20 May 2015 and I sincerely apologise for your not receiving responses to your previous letters, dated 24 March 2015 and 24 April 2015 respectively. We do not have an individual Infrastructure Department as such, so your letter has been passed to Parking services' Customer Relations for investigation and response.

I appreciate your concerns for the residents but there are currently no plans to make any changes to parking arrangements in this area. However, Westminster are currently carrying out a citywide Parking Occupancy Survey which checks occupancy levels at various times through the daytime, evening and overnight on all of the parking bays currently on street. This work is due for completion in July and will directly influence any decision regarding changes to parking controls.

Changing the controlled hours of a whole sub-zone is a substantial change and we need to ensure that a fully representative conclusion is reached so I would advise that you seek the views/support of all three of the local Ward Members and consider organising and submitting an e-petition to the Council's e-petition scheme that demonstrates that the vast majority of your residents are in favour of a change and then the Parking Service would be in a position to formally consider the request.

<http://petitions.westminster.gov.uk/>

Meanwhile, if you have any further questions, please contact our Policy Implementation & Assurance Officer, Mr Paul Greaney.

He can be contacted on: 02076412062 or by email to:

[pgreaney@westminster.gov.uk](mailto:pgreaney@westminster.gov.uk)



## City of Westminster

In conclusion, I would assure you that the City Council is committed to providing customer care to the highest standard possible at all times. The Council values feedback from its customers and endeavours to use it to continuously improve the quality of its service.

Yours sincerely

*M. Hunte*

Mhairi Hunte  
Customer Relations Officer

JEFFREY

GREEN

RUSSELL

Solicitors

Waverley House

7-12 Noel Street London W1F 8GQ DX: 44627 MAYFAIR

Tel: +44 (0) 20 7339 7000 Fax: +44 (0) 20 7339 7001 Web: jgrweb.com

Infrastructure Team  
Westminster City Council  
10th Floor  
City Hall  
64 Victoria  
LONDON SW1E 6QP

Direct Email: [lje@jgrlaw.co.uk](mailto:lje@jgrlaw.co.uk)  
Direct Fax No: 020 7307 0276  
Direct Dial No: 020 7339 7202

20 May 2015

**By Post**

Our Ref: JMS/LJE/19651.00001  
Your Ref: None

Dear Sirs,

**Residents parking in Eastcastle Street in the vicinity of The London Edition, 10 Berners Street, London W1A 3BE**

We write further to our letters of 24 March and 24 April respectively, to which we have received no response. We enclose a further copies for your ease of reference.

We would be grateful if someone from your office would contact us with a view to arranging a meeting to discuss what can be done in relation to the parking in Eastcastle Street outside York House. We would appreciate a response at your earliest convenience.

We look forward to hearing from you and thank you in advance for your assistance.

Yours faithfully,

**LUKE ELFORD**  
**Solicitor**  
**for Jeffrey Green Russell Limited**

4869282\_1

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## Luke Elford

---

**From:** Julian Skeens  
**Sent:** 01 April 2015 16:59  
**To:** Luke Elford  
**Subject:** FW: Edition Hotel, Berners Street  
**Attachments:** RE: Edition Hotel, Berners Street

We need to make head way with the infrastructure team please

With my best wishes

**Julian**

**Julian Skeens**

Director and Head of the Licensing Department  
for Jeffrey Green Russell Limited

☎ +44(0)2073397018

☎ +44(0)7836275095

☎ +44(0)2073070245

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---

**From:** Trish Barber  
**Sent:** Wednesday, April 01, 2015 3:23 PM  
**To:** Jonathan Glanz  
**Cc:** Julian Skeens; Luke Elford  
**Subject:** RE: Edition Hotel, Berners Street

Jonathan,

Thank you for your email, I wasn't sure whether you had received it or not which is why I sent it.

Regards,

Trish Barber  
Personal Secretary to Julian Skeens  
for Jeffrey Green Russell Limited

Direct Tel: ++44 - (0)20 7339 7258  
Direct Fax: ++44 - (0)20 7307 0434  
[www.jgrweb.com](http://www.jgrweb.com)

## Luke Elford

---

**From:** Trish Barber  
**Sent:** 01 April 2015 15:23  
**To:** Jonathan Glanz  
**Cc:** Julian Skeens; Luke Elford  
**Subject:** RE: Edition Hotel, Berners Street  
**Attachments:** RE: Edition Hotel, Berners Street

Jonathan,

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Regards,

Trish Barber  
Personal Secretary to Julian Skeens  
**for Jeffrey Green Russell Limited**

Direct Tel: ++44 - (0)20 7339 7258  
Direct Fax: ++44 - (0)20 7307 0434  
[www.jgrweb.com](http://www.jgrweb.com)

## Luke Elford

---

**From:** Jonathan Glanz <JG@45WEST.COM>  
**Sent:** 01 April 2015 14:56  
**To:** Trish Barber  
**Subject:** RE: Edition Hotel, Berners Street

Dear Trish

Many thanks for your email. I had not previously received a copy but am working with Zafar to explore possible solutions of the parking issues.

Best wishes,

Yours sincerely,

COUNCILLOR JONATHAN GLANZ  
Member for West End Ward

45 Welbeck Street, London, W1G 8DZ  
T: 020 7224 4545 / M: 07747 601 812



---

**From:** Trish Barber [<mailto:TXB@jgrlaw.co.uk>]  
**Sent:** 01 April 2015 13:17  
**To:** Jonathan Glanz  
**Subject:** Re: Edition Hotel, Berners Street

Dear Mr. Glanz,

Please find attached email from Julian. I apologise if you have already received a copy of this but I have been away from the office and we were not sure whether the temporary secretary had sent this or not.

Regards,

Trish Barber  
Personal Secretary to Julian Skeens  
for **Jeffrey Green Russell Limited**

Direct Tel: ++44 - (0)20 7339 7258  
Direct Fax: ++44 - (0)20 7307 0434  
[www.jgrweb.com](http://www.jgrweb.com)



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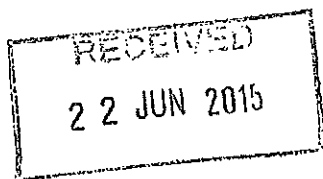
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Customer Relations  
City of Westminster PCN  
PO Box 234  
Sheffield  
S98 1PN

Mr Luke Elford  
Jeffrey Green Russell Ltd  
Waverley House  
7-12 Noel Street  
London  
W1F 8GQ

My Ref: P/1261  
Direct line: (020) 7641 1743

Date: 17 June 2015

Your reference: JMS/LJE/19651.00001

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**Residents Parking in Eastcastle Street, outside York House**

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[pgreaney@westminster.gov.uk](mailto:pgreaney@westminster.gov.uk)



## City of Westminster

In conclusion, I would assure you that the City Council is committed to providing customer care to the highest standard possible at all times. The Council values feedback from its customers and endeavours to use it to continuously improve the quality of its service.

Yours sincerely

*M. Hunte*

Mhairi Hunte  
**Customer Relations Officer**

JEFFREY

GREEN

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Solicitors

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Tel: +44 (0) 20 7339 7000

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Westminster City Council  
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City Hall  
64 Victoria  
LONDON SW1E 6QP

Direct Email: lje@jgrlaw.co.uk  
Direct Fax No: 020 7307 0276  
Direct Dial No: 020 7339 7202

20 May 2015

**By Post**  
Our Ref: JMS/LJE/19651.00001  
Your Ref: None

Dear Sirs,

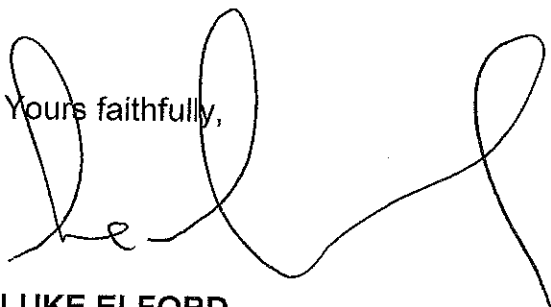
**Residents parking in Eastcastle Street in the vicinity of The London Edition, 10 Berners Street, London W1A 3BE**

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We look forward to hearing from you and thank you in advance for your assistance.

Yours faithfully,



Re-sending  
03/06/15

**LUKE ELFORD**  
**Solicitor**  
**for Jeffrey Green Russell Limited**

4869282\_1

JEFFREY

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We look forward to hearing from you and thank you in advance for your assistance.

Yours faithfully,

**LUKE ELFORD**

**Solicitor**

**for Jeffrey Green Russell Limited**

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LONDON SW1E 6QP

Direct Email: lje@jgrlaw.co.uk  
Direct Fax No: 020 7307 0276  
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24 April 2015

**By Post**

Our Ref: JMS/LJE/19651.00001  
Your Ref: None

Dear Sirs,

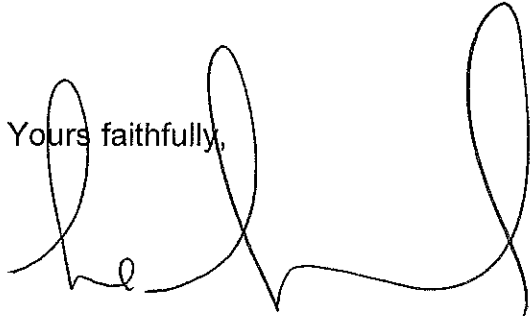
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We write further to our letter dated 24 March 2015 to which we have not received a response. We enclose a further copy of our letter for your ease of reference.

We would be grateful if someone from your office would contact us with a view to arranging a meeting to discuss what can be done in relation to the parking in Eastcastle Street outside York House.

We look forward to hearing from you and thank you in advance for your assistance.

Yours faithfully,

  
**LUKE ELFORD**  
**Solicitor**  
**for Jeffrey Green Russell Limited**

JEFFREY

GREEN

RUSSELL

Solicitors

Waverley House  
7-12 Noel Street London W1F 8GQ  
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LONDON SW1E 6QP

Direct Email: lje@jgrlaw.co.uk  
Direct Fax No: 020 7307 0276  
Direct Dial No: 020 7339 7202

24 March 2015

**By Post**

Our Ref: JMS/LJE/19651.00001  
Your Ref: None

Dear Sirs,

**Residents parking in Eastcastle Street in the vicinity of The London Edition, 10 Berners Street, London W1A 3BE**

We act for Green Agate D 2010 Ltd who are the premises licence holders in respect of The London Edition, 10 Berners Street, London W1A 3BE.

We have been liaising with a resident of York House, which is situated on the corner of Berners Street and Eastcastle Street directly opposite our client's premises. The resident alleges that he has been suffering nuisance caused by patrons of our client's hotel. In particular, he alleges that he is regularly disturbed by patrons of the hotel parking in the residents bays outside York House on Eastcastle Street once those bays are available for general use (after 20:30 hours Monday - Sunday).

We met with the resident on 18 March 2015 and discussed a range of measures that our client could undertake to deal with the concerns raised. One of those measures was investigating the possibility of having the residential bays outside York House re-designated as "residents only" 24 hours a day, 7 days a week.

We would be grateful if someone from your office would contact us with a view to arranging a meeting to discuss the resident's concerns and any steps that could be taken to alleviate the problems.

We look forward to hearing from you and would be grateful if you would contact us using the author's details above.

We thank you in advance for your assistance and look forward to hearing from you.

4869282\_1

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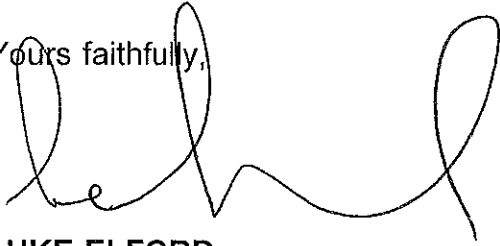
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Infrastructure Team

24 March 2015

---

Yours faithfully,



**LUKE ELFORD**

**Solicitor**

**for Jeffrey Green Russell Limited**



LP/13

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**Registered Office:** 28-30 The Parade St Helier Jersey JE1 1EQ  
**Registration number:** 106815 **Law:** Companies (Jersey) Law 1991  
**Registration date:** 02-Nov-2010 **Business Code:** RC  
**Business Type:** RC - Registered Private Company  
**Status:** Live

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**Share status:** Par Value

*Previous Names*

From	To	Name
02 Nov 2010	18 Mar 2014	BHL HOTEL COMPANY LIMITED

*Documents*

Doc Code	Date	Name	Size	Price(£)	Select
5200949	23 Feb 2015	Annual Return 2015	120kb	4.00	<input type="checkbox"/>
5065628	20 Mar 2014	Special Resolution	910kb	4.00	<input type="checkbox"/>
5065040	18 Mar 2014	Change in Name	211kb	4.00	<input type="checkbox"/>
5065058	18 Mar 2014	Special Resolution	33kb	4.00	<input type="checkbox"/>
5063515	12 Mar 2014	Notice of Registered Office	25kb	4.00	<input type="checkbox"/>
5056006	28 Feb 2014	Annual Return 2014	94kb	4.00	<input type="checkbox"/>
4904896	26 Feb 2013	Annual Return 2013	32kb	4.00	<input type="checkbox"/>
4763988	28 Feb 2012	Annual Return 2012	35kb	4.00	<input type="checkbox"/>
4584817	24 Feb 2011	Annual Return 2011	40kb	4.00	<input type="checkbox"/>
4523308	02 Nov 2010	Registration Certificate	17kb	4.00	<input type="checkbox"/>
4523413	02 Nov 2010	Foundation Documents	49kb	4.00	<input type="checkbox"/>

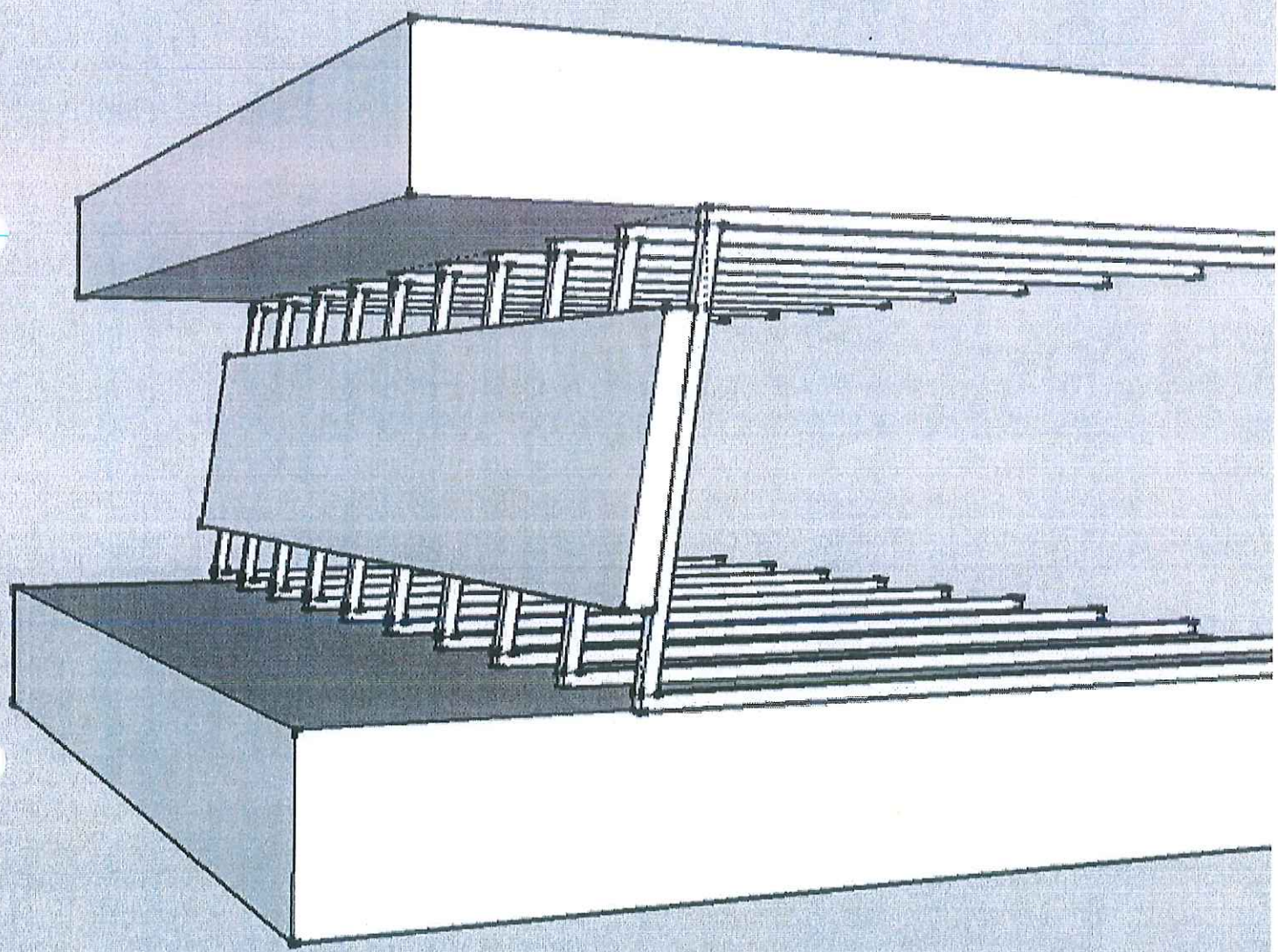
Select All Clear All Add to cart

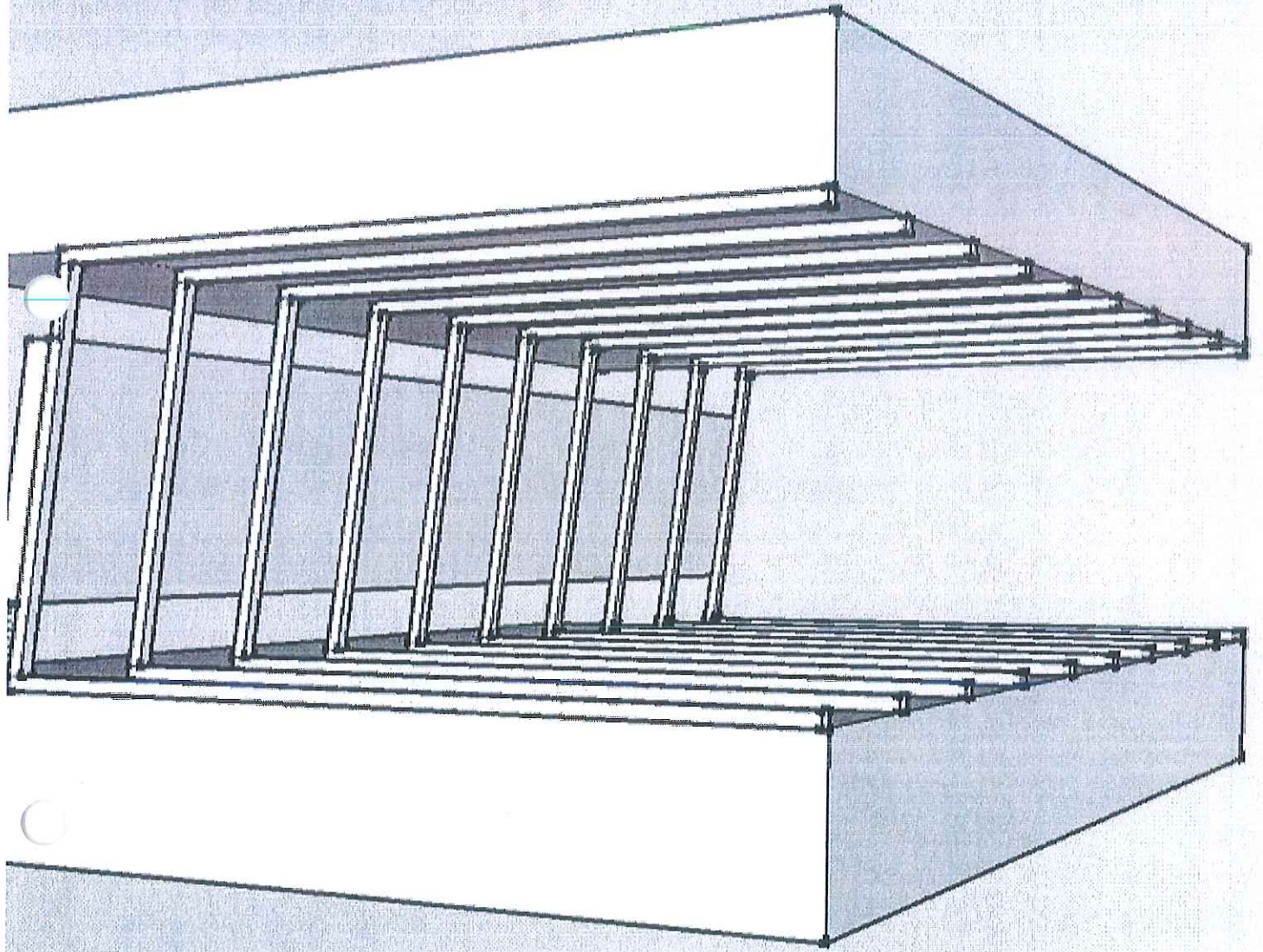
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LP/14





LP/15



Noise impact assessment  
The London EDITION, 10 Berners Street, London W1T 3NP

Prepared by: Richard Vivian, Principal Consultant at Big Sky Acoustics Ltd  
On behalf of: Marriott International Inc  
Document Ref: 15070611  
Date: 08 July 2015

**Big Sky Acoustics document control sheet**

Project title:	Noise impact assessment The London EDITION, 10 Berners Street, London W1T 3NP
Technical report number:	15070611
Survey date:	Saturday 27 <sup>th</sup> - Sunday 28 <sup>th</sup> June 2015
Submitted to:	Mr Julian Skeens Jeffrey Green Russell Waverley House 7-12 Noel Street W1F 8GQ acting on behalf of Marriott International Inc
Submitted by:	Big Sky Acoustics Ltd 46 Frenze Road Diss IP22 4PA 020 7617 7069 info@bigskyacoustics.co.uk
Prepared by:	Richard Vivian BEng(Hons) MIET MIOA MAES MIOL Principal Acoustic Consultant

**Document status and approval schedule**

Revision	Description	Date	Approved
0	Approved for Issue	14/07/2015	RV

**DISCLAIMER**

This report was completed by Big Sky Acoustics Ltd on the basis of a defined programme of work and terms and conditions agreed with the Client. The report has been prepared with all reasonable skill, care and diligence within the terms of the contract with the Client and taking into account the project objectives, the agreed scope of works, prevailing site conditions and the degree of manpower and resources allocated to the project. Big Sky Acoustics Ltd accepts no responsibility whatsoever, following the issue of the report, for any matters arising outside the agreed scope of the works. This report is issued in confidence to the Client and Big Sky Acoustics Ltd has no responsibility of whatsoever nature to third parties to whom this report or any part thereof is made known. Any such party relies upon the report at their own risk. Unless specifically assigned or transferred within the terms of the agreement, Big Sky Acoustics Ltd retains all copyright and other intellectual property rights, on and over the report and its contents.

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## **Executive summary**

An assessment of the impact of noise from patrons using the basement function room at The London EDITION hotel in Berners Street has been carried out. The purpose of the survey was to establish if noise from a capacity crowd of patrons using the function room has an impact on average noise levels in the area and if patron activity is likely to give rise to a public nuisance affecting local residents.

This assessment included overnight noise monitoring and observations on a busy Saturday night event with the basement operating at full capacity. The event finished at 02:00hrs and all patrons had dispersed from the area before 03:00hrs. The survey continued beyond this time to establish average levels in the area with no activity taking place at the hotel.

Patron activity on the night of the survey was well managed and the hotel door team proactively supervised the area around the hotel. I even observed an attempt to engage with members of the public not associated with the hotel that were making a noise in Eastcastle Street opposite York House which was carried out calmly and politely.

The recorded noise measurement data and my accompanying observations indicate that there is no increase on average noise levels in Eastcastle Street when patrons using the function room are entering and leaving the building or using the smoking area.

The continued and controlled operation of the hotel function room is unlikely to adversely impact on the licensing objectives as the activities within the hotel are contained by the building structure, the smoking area is controlled and supervised, and the gradual dispersal of patrons from the event at the end of the night does not increase average noise levels in the areas around residential properties and therefore does not give rise to a public nuisance.

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## **1.0 Qualifications and experience**

- 1.1 My name is Richard Vivian. I am a Director and the Principal Acoustic Consultant at Big Sky Acoustics Ltd. Big Sky Acoustics Ltd is an independent acoustic consultancy that is engaged by local authorities, private companies, public companies and individuals to provide advice on the assessment and control of noise.
- 1.2 I have a Bachelor of Engineering Degree with Honours from Kingston University, I am a Member of the Institution of Engineering & Technology, the Institute of Acoustics, the Audio Engineering Society and the Institute of Licensing.
- 1.3 I have over twenty-five years of experience in the acoustics industry and have been involved in precision acoustic measurement and assessment throughout my career. My professional experience has included the assessment of noise in connection with planning, licensing and environmental protection relating to sites throughout the UK.

## **2.0 Introduction**

- 2.1 Big Sky Acoustics Ltd was instructed by Mr Julian Skeens of Jeffrey Green Russell, acting on behalf of Marriott International Inc, to carry out an assessment of the noise arising from the use of the basement function room at at 10 Berners Street, London W1T 3NP.
- 2.2 This report was prepared following a site visit and overnight noise monitoring starting on a Saturday night and continuing into the following Sunday morning while an event was being held in the function room.
- 2.3 Noise was continuously monitored outside York House on Eastcastle Street in order to establish if there was a correlation between average noise levels in this street and activity at the hotel. Measurements were also taken at other locations in the area and observations of various noise generating activities in the area were made. A large amount of noise data was gathered during the survey which is simplified and summarised in this report.
- 2.4 A glossary of acoustical terms used in this report is provided in Appendix A.
- 2.5 All sound pressure levels in this report are given in dB re: 20µPa.

## **3.0 Location**

- 3.1 The location of the site is shown in Appendix B.
- 3.2 The London EDITION is a luxury hotel with 173 rooms. It is located on Berners Street approximately 70 metres north of Oxford Street. It features a lobby bar on the ground floor and a basement function room known as 'BASEMENT'.
- 3.3 It is clear even to the casual observer that the character of this end of Berners Street is significantly influenced by its proximity to Oxford Street. To the south of the hotel on Berners Street are restaurants, a fast food outlet and a Sainsbury Local store. Directly opposite the hotel is the Oxford Street PLAZA shopping centre and to the north on Berners Street is The Sanderson hotel.
- 3.4 York House is located on Eastcastle Street which runs east-west. York House was a former nurses home and is now in use as residential flats. To the east of York



House on Eastcastle Street is The Blue Posts public house and to the west is The Champion public house.

- 3.5 The pubs on Eastcastle Street are open until 23:00hrs and patrons use the outside space on the street for drinking and for smoking.
- 3.6 There is local road traffic activity and the surrounding roads are well used by black cabs and private hire vehicles navigating the roads around Oxford Street often in an attempt to avoid Oxford Street itself.
- 3.7 The noise climate in the area is characterised by constant road traffic noise from Oxford Street, emergency service sirens (typical of this city centre location) and local activity predominantly due to pedestrians and vehicles on Berners Street and Eastcastle Street. There did not appear to be a dominant direction of travel with pedestrians travelling both north-south and east-west at the intersection of Berners Street and Eastcastle Street.
- 3.8 It is important when assessing the impact of noise from an individual premises in an area that the concept of additional noise associated with the activity of the premises is taken into account. The incremental change to noise levels caused by the normal commercial operation of the basement function room, in an area where there is already established noise and activity, could be small or undetectable if it is masked by the existing noise in the area.
- 3.9 It is also a consideration that a *bona-fide* commercial premises in the area can reduce street drinkers, rough sleeping, litter and crime as the commercial operation seeks to eliminate this type of activity from the immediate surroundings for the benefit and safety of their own patrons and employees. This is achieved through good lighting, CCTV coverage, litter removal and constant presence of professional staff.

## 4.0 Criteria

- 4.1 The provisions of the Environmental Protection Act 1990 and the Noise Act 1996 provide protection to the general public from the effects of noise nuisance.
- 4.2 A primary consideration for the operation of the hotel function room is the control of noise so as not to cause disturbance to anyone resting or sleeping in the area. It is therefore essential that any activity does not impact on the most demanding hotel guests staying in the hotel itself as otherwise the reputation of the hotel could be damaged. In that respect the nearest noise sensitive properties are the 173 rooms above the function room.
- 4.3 The continued operation of a busy hotel at this location demonstrates that in general operational matters such as employees and customers entering and leaving, deliveries, waste collection, plant and music noise have been successfully managed in the past. When potential issues have been raised by neighbours I understand that Mr Lance Perkins of The London EDITION has proactively worked to resolve concerns.

### Licensing Act 2003

- 4.4 Licensable activities at the site are granted under premises licence number 13/06844/LIPDPS. Specific noise-related conditions in Annex 3 of the licence are:

18. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

27. Notices shall be prominently displayed at any area used for smoking requesting patrons to

respect the needs of local residents and use the area quietly.

28. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and business and leave the area quietly.

29. Loudspeakers shall not be located in the entrance lobby or outside the premises save for those used only for making emergency announcements.

- 4.5 Westminster City Council has a duty under the Licensing Act 2003 to determine its policy with respect to the exercise of its licensing functions and publish a statement of that policy (SLP). In 2005, when the new Licensing Act came into effect, the City Council published their first SLP on 7 January 2005.
- 4.6 This policy has to be reviewed every three years. After asking residents, businesses and visitors for their opinions on the changes proposed to this policy, the Council meeting on 3 November 2010 approved the revised policy for publication. This revised Statement of Licensing Policy came into effect on 7 January 2011 and is effective until 6 January 2014.
- 4.7 The City Council fulfills its primary obligation under the Act, to promote the four licensing objectives by having policies based on each:
- The prevention of crime and disorder
  - Public safety
  - The prevent of public nuisance
  - The protection of children from harm
- 4.8 It also has policies on core hours that will generally be granted, special policies for "Stress Areas" of cumulative impact and policies on various types of premises and activities.
- 4.9 The Policy strives to achieve a balance between allowing Westminster entertainment venues to thrive, protecting public safety and the quality of life for everyone who lives, works or visits the City.
- 4.10 Appendix 11 of the Statement of Licensing Policy provides guidance on noise. A copy of Appendix 11 is presented at the end of this report for reference.

### **World Health Organisation**

- 4.11 Guidance on maximum noise levels is given by the World Health Organisation (WHO) in a 1999 report entitled Guidelines for Community Noise<sup>1</sup>. This report states that to avoid negative effects on sleep, the equivalent continuous internal sound pressure level during the sleeping period should not exceed 30 dB  $L_{Aeq}$ . If the noise is not continuous, sleep disturbance has an improved correlation with maximum noise levels and effects have been observed at 45 dB  $L_{Amax}$  internally. It goes on to recommend that, at night, noise levels outside dwellings should not exceed 45 dB  $L_{Aeq}$  and maximum noise levels should not exceed 60 dB  $L_{Amax}$  so that people may sleep with bedroom windows partially open.
- 4.12 It is relevant to note that the WHO report has not been adopted into UK legislation or formal guidance; hence, it remains a source of information reflecting a high level of health care with respect to noise, rather than a standard to be rigidly applied. The guideline values in the WHO report give the lowest threshold noise levels below which the occurrence rates of particular effects can be assumed to be negligible.

<sup>1</sup> World Health Organisation. Guidelines for Community Noise, 2000.

- 4.13 According to a report commissioned by the DETR, and undertaken jointly by the NPL and Southampton University<sup>2</sup>, transgression of the WHO guideline values does not necessarily imply significant noise impact and indeed, it may be that significant impacts do not occur until much higher degrees of noise exposure are reached. The report states:

*"While in an ideal world it may be desirable for none of these effects to occur, in practice a certain amount of noise is inevitable in any modern industrialised society. Perhaps the main weakness of both WHO-inspired documents is that they fail to consider the practicality of actually being able to achieve any of the stated guideline values. It is important to make clear ...that exceedences do not necessarily imply an over-riding need for noise control, merely that the relative advantages and disadvantages of noise control action should be weighed in the balance. It is all a question of balance and mere exceedence of the WHO guidelines just starts to tip the scales."*

## 5.0 Noise measurement procedure

- 5.1 To establish the noise levels experienced by residents in York House a static measurement position was established on Eastcastle Street directly opposite the ground floor windows of Flat 2 of York House. Measurement continued until after the hotel function room had closed and all patrons had dispersed.
- 5.2 Additional noise measurements were made with a hand-held measurement system on Berners Street, Oxford Street, Eastcastle Street and Newman Street during the survey. Analysis shows good correlation between all the attended and unattended recorded noise level data at the logging position.
- 5.3 Noise measurements were made in continuous samples of 1-second intervals. Measurements included the  $L_{Aeq}$ ,  $L_{A90}$  and  $L_{Amax}$  indices. Simultaneous octave and third octave frequency spectra were also obtained during the survey. Measurements were taken at 1.5 m above grade level. Measurement duration was typically 5-minutes per sample. When the  $L_{Aeq}$  level quickly stabilised, shorter duration measurements were taken although no measurement was shorter than 1-minute. Throughout the course of the survey an outdoor microphone windshield was used. For the purposes of this assessment all attended measurements were paused for emergency service sirens, aircraft passes and other significant short-duration noises. The unattended logging equipment operates continuously and therefore all noise incidents are recorded on that trace.
- 5.4 The instrumentation used to carry out the noise measurements is detailed in Appendix D. The calibration of the measuring equipment was checked prior to and immediately following the tests and no signal variation occurred. Calibration of equipment is traceable to national standards. The weather conditions during the survey are reported in Appendix E.

## 6.0 Noise measurement analysis

- 6.1 The hotel operated normally during the assessment period. I was advised that the event in the basement was a pre-booked event which would operate at capacity.

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<sup>2</sup> National Physical Laboratory. Health Effect Based Noise Assessment Methods: A review and Feasibility Study. NPL report CMAM 16, 1998.

- 6.2 The event finished at 02:00hrs and patrons dispersed from the area steadily. All patrons had left the area before 03:00hrs.
- 6.3 Noise measurement data is displayed in tabular and graphical form in Figures 1 and 2 respectively.
- 6.4 Figure 2 shows 1-minute samples and hence indicates some short duration peaks; for example there are peaks at 01:35 and 02:45 which correlate with emergency service sirens being heard in the area. The peaks at 02:32 and 02:36 relate to a convoy of three refuse lorries heading north on Berners Street then left onto Eastcastle Street followed by another lorry shortly afterwards taking the same route.
- 6.5 As can be seen from the graph in Figure 2 average levels remain around 60dBA at all times during the survey period with three incidents above 70dBA already noted. There is no correlation between the average noise level on Eastcastle Street and patron activity in the basement of the hotel or patron dispersal after the event. Noise levels in Eastcastle Street do not increase when there is activity outside the hotel or tail-off after the function room has closed and all patrons dispersed.
- 6.6 The graph in Figure 2 also shows that noise levels do not fall significantly during the survey period. In quiet residential areas away from road traffic and other activity a noticeable drop in levels is to be expected as noise generating activity reduces in the early hours of the morning but at this position there is always noise to contribute to even these short-duration 1-minute average levels.

Time	L <sub>Aeq</sub>	L <sub>AFMax</sub>	L <sub>ASD</sub>	Notes
22:50	63	71	58	Logging position opposite York House, group of 15 outside Blue Posts, local traffic
22:52	66	72	63	Berners Tavern. 2 smokers, 3 staff on door. 3 men drinking in street, tourists taking photos, taxi turning
22:55	76	96	67	Oxford Street corner of Berners Street
23:01	64	79	58	Eastcastle Street corner of Newman Street. 14 people outside Blue Posts.
23:08	59	70	54	Outside Flat 2 York House
23:11	61	81	56	Logging position, some pedestrian activity
23:20	60	74	56	Opposite Sanderson. 1 man on phone, 2 door supervisors, 3 girls chatting
23:23	65	78	61	Berners Tavern. 8 in smoking area
00:36	65	89	51	Eastcastle Street corner of Newman Street. Suspicious activity in car in Newman Street.
00:40	60	78	55	Outside Flat 2 York House
00:44	61	75	54	Eastcastle Street corner of Berners Street. 17 vehicles/5 mins (1 taxi for hotel)
00:49	64	82	56	Eastcastle Street corner of Berners Street. 37 pedestrians/5 mins (8 for hotel)
00:55	64	79	61	Berners Tavern, 8 in smoking area
01:18	100	106	94	Dancefloor, basement function room. Room at capacity
01:21	61	75	51	Eastcastle Street corner of Newman Street
01:27	56	63	52	Outside York House. Party on first floor, talking and arguing can be heard through open window. Music.
01:29	57	70	54	Outside Flat 2 York House
01:30	56	65	54	Logging position, ESS at 1.35.
01:51	65	78	63	Berners Tavern. Patrons dispersing, 1 in smoking area, 16 waiting for cabs
02:01	62	74	59	Berners Tavern. 1 smoking, 8 at the door. Private hire with engine running
02:20	58	76	52	Blue posts. Groups of students on Eastcastle Street. 2 people in Newman Street on pavement smoking
02:22	62	75	56	Eastcastle Street. Group of 8 kicking plastic bottle down street. Noise from party in York House
02:24	62	74	54	Outside Flat 2 York House, distant ESS
02:26	58	65	55	Logging position. Noise from party in York House; drumming and shouting from inside flat
02:28	63	71	60	Berners Tavern. Noise from street cleansing on Oxford Street
03:13	70	82	64	Corner of Oxford Street and Berners Street. No activity outside hotel
03:15	64	74	56	Berners Tavern. 2 smoking, performance car accelerates hard.
03:18	62	77	52	Logging position. Black cab finally moves from taxi rank. Newspapers delivered to WHSmith
03:21	56	68	50	Outside Flat 2 York House
03:24	62	74	50	Eastcastle Street corner of Newman Street

Figure 1: Noise measurement data and observations

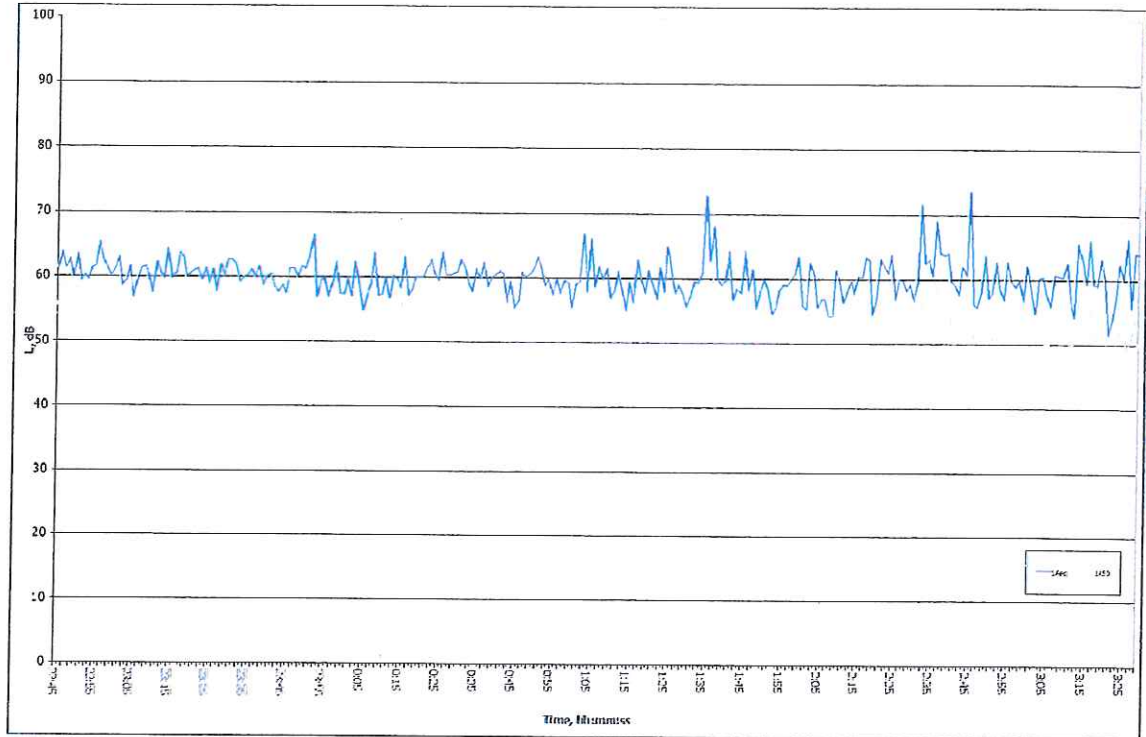


Figure 2: Continuously logged noise level outside York House



Figure 3: Smoking area at 23:31



Figure 4: Delivery to Sainsbury Local at 23:31



Figure 5: York House on right of image



Figure 6: Refuse lorry convoy at 02:32

## 7.0 Noise level inside residential properties

- 7.1 Any noise from people entering and leaving the hotel, or standing talking in the smoking area is masked by the steady road traffic noise, plant noise and other activity in the area.
- 7.2 There is usually a small drop in ambient noise level around major roads in central London around 04:00hrs as there are larger gaps in road traffic flow at this time and commercial aircraft flights are reduced but up until this time it is my experience that noise levels remain fairly steady. At this location this is due to a combination of steady plant noise on buildings and most significantly the continuous traffic along Oxford Street which did not stop during the survey period.
- 7.3 The average person wishing to rest or sleep in a central London location would protect themselves from the sounds of road traffic, emergency service sirens, delivery lorries, refuse collections, street cleaning, helicopters and other activity typical of a busy central location in the capital city. This may be achieved by sleeping in rooms away from busier roads, avoiding sleeping near open windows or closing windows and using alternative means of ventilation.
- 7.4 Inside a residential property all external noise sources are attenuated by the glazing, by the distance from the noise source to the window and by any physical obstruction of clear line of sight to the noise.
- 7.5 An approach has been made to one resident of York House to survey the internal noise levels within his flat and make recommendations for any remedial works as required. However access was refused by the resident. We therefore have to

assume noise conditions with the premises are typical for the age and construction of the building.

- 7.6 As York House is a conversion the standards of isolation between dwellings may not be as high as a modern construction compliant with Approved Document E of the Building Regulations which specifically addresses the resistance of passage of sound between adjacent properties. In these types of building a significant upgrade to glazing including the addition of secondary glazing can result in further complaints: Residents who previously experienced all noise as coming from outside now become aware of noise from adjacent flats within the same building. Subsequently footfall, plumbing, noise from televisions and hi-fi from within the same building then become a source of complaint where previously these noises were obscured by, or confused with, noise from outside. Therefore in older or lower specification flat conversions some consideration should be given to the sound insulation performance of any new glazing.

## **8.0 Appendix 11 Risk Assessment**

- 8.1 A risk assessment has been prepared to assist the Environmental Health Consultation Team make an assessment of the risk of any increase in public nuisance in the area.
- 8.2 The hotel is located on the junction of two busy roads close to Oxford Street with other commercial businesses, including licensed premises active at night. Ambient noise level remain steady through the survey period (see Figure 2).
- 8.3 The high ambient noise levels in the area mask lower level noises from the normal commercial activity of the hotel such as patrons entering and leaving the building.
- 8.4 Within Appendix 11 of the Westminster Statement of Licensing Policy 2011 Paragraph 20 deals specifically with noise from people arriving, departing and in the vicinity. Appendix 11 states that applicants should demonstrate that appropriate measures will be taken to limit noise from patrons and staff entering and leaving the premises, and vehicles arriving, departing and in the vicinity to prevent avoidable noise disturbance to noise sensitive properties. Examples of good practice were witnessed from hotel employees on the night of the survey and the procedures detailing how patrons are managed are documented in the dispersal policy at Appendix F.
- 8.5 The hotel attracts a sophisticated fashionable crowd which is of relevance as the nature of this hotel operation is to exclude boisterous and unsophisticated drinkers so that a more exclusive operation can be maintained.
- 8.6 Amplified music only occurs within the building and is extremely well contained by the building structure. Evidence of high performance sound insulation works can be seen in the basement construction, ventilation and high specification exterior doors.
- 8.7 The building envelope insulation contains the noise of all activity within the hotel from breaking out into the street. Premises licence conditions forbid the use of loudspeakers outside the confines of the building
- 8.8 The premises entrance is supervised and covered by monitored CCTV 24-hours a day.
- 8.9 Patrons are requested to respect neighbours and be quiet as they leave.



- 8.10 At the end of the evening patrons are directed away from Eastcastle Street towards Oxford Street. There are night buses on Oxford Street and in two months time the night-tube service will begin. When Tottenham Court Road Station re-opens in 2016 this area will be very well served by public transport throughout the night aiding the dispersal of patrons.
- 8.11 Employee training includes emphasis of the importance to minimise noise from patrons as they arrive at and depart from an event at the hotel.
- 8.12 Guidance to employees also includes how to minimise noise from any activities outside and in the vicinity of the premises.
- 8.13 The door team ensures patrons wishing to take a taxi from the hotel are promptly assisted. Similarly private drivers are promptly and efficiently controlled by the door team to ensure noise is kept to a minimum.
- 8.14 The hotel has an international reputation to maintain and as far as is reasonably practicable, licensable activities are conducted, and the facilities for licensed activities are designed and operated, so as to prevent any noise impact on local residents.
- 8.15 The executive team at The London EDITION are committed to continue to work in partnership with the relevant authorities and to maintain good relations with residents and patrons. Accordingly they are receptive to any further reasonable suggestions proposed.

## 9.0 Conclusion

- 9.1 Big Sky Acoustics Ltd was instructed by Mr Julian Skeens of Jeffrey Green Russell, acting on behalf of Marriott International Inc, to carry out an assessment of the noise arising from the use of the basement function room at at 10 Berners Street, London W1T 3NP.
- 9.2 Noise from the sound system and other activities inside the hotel are contained by the physical structure of the building and limiter controls on the sound system.
- 9.3 The premises were efficiently run and patron dispersal was well-managed on the night of my observations.
- 9.4 The combination of an effective operational procedures, maintaining the existing building fabric and periodic checking of the sound system limiter configuration would be the most appropriate course of action to ensure that local residents are not disturbed by noise from the normal commercial operation of events in the function room at the hotel.
- 9.5 It is my professional opinion that the controlled use of the function room does not adversely impact on the licensing objectives as there was no increase in average noise levels in the area due to patrons arriving, using the smoking area, dispersing or due to noise breakout from the building.



Richard Vivian BEng(Hons) MIET MIOA MAES MIOL  
Principal Acoustic Consultant, Big Sky Acoustics Ltd

## Appendix A - Terminology

### Sound Pressure Level and the decibel (dB)

A sound wave is a small fluctuation of atmospheric pressure. The human ear responds to these variations in pressure, producing the sensation of hearing. The ear can detect a very wide range of pressure variations. In order to cope with this wide range of pressure variations, a logarithmic scale is used to convert the values into manageable numbers. Although it might seem unusual to use a logarithmic scale to measure a physical phenomenon, it has been found that human hearing also responds to sound in an approximately logarithmic fashion. The dB (decibel) is the logarithmic unit used to describe sound (or noise) levels. The usual range of sound pressure levels is from 0 dB (threshold of hearing) to 140 dB (threshold of pain).

### Frequency and Hertz (Hz)

As well as the loudness of a sound, the frequency content of a sound is also very important. Frequency is a measure of the rate of fluctuation of a sound wave. The unit used is cycles per second, or hertz (Hz). Sometimes large frequency values are written as kilohertz (kHz), where 1 kHz = 1000 Hz. Young people with normal hearing can hear frequencies in the range 20 Hz to 20,000 Hz. However, the upper frequency limit gradually reduces as a person gets older.

### A-weighting

The ear does not respond equally to sound at all frequencies. It is less sensitive to sound at low and very high frequencies, compared with the frequencies in between. Therefore, when measuring a sound made up of different frequencies, it is often useful to 'weight' each frequency appropriately, so that the measurement correlates better with what a person would actually hear. This is usually achieved by using an electronic filter called the 'A' weighting, which is built into sound level meters. Noise levels measured using the 'A' weighting are denoted dBA. A change of 3dBA is the minimum perceptible under normal everyday conditions, and a change of 10dBA corresponds roughly to doubling or halving the loudness of sound.

### C-weighting

The C-weighting curve has a broader spectrum than the A-weighting curve and includes low frequencies (bass) so it can be a more useful indicator of changes to bass levels in amplified music systems.

### Noise Indices

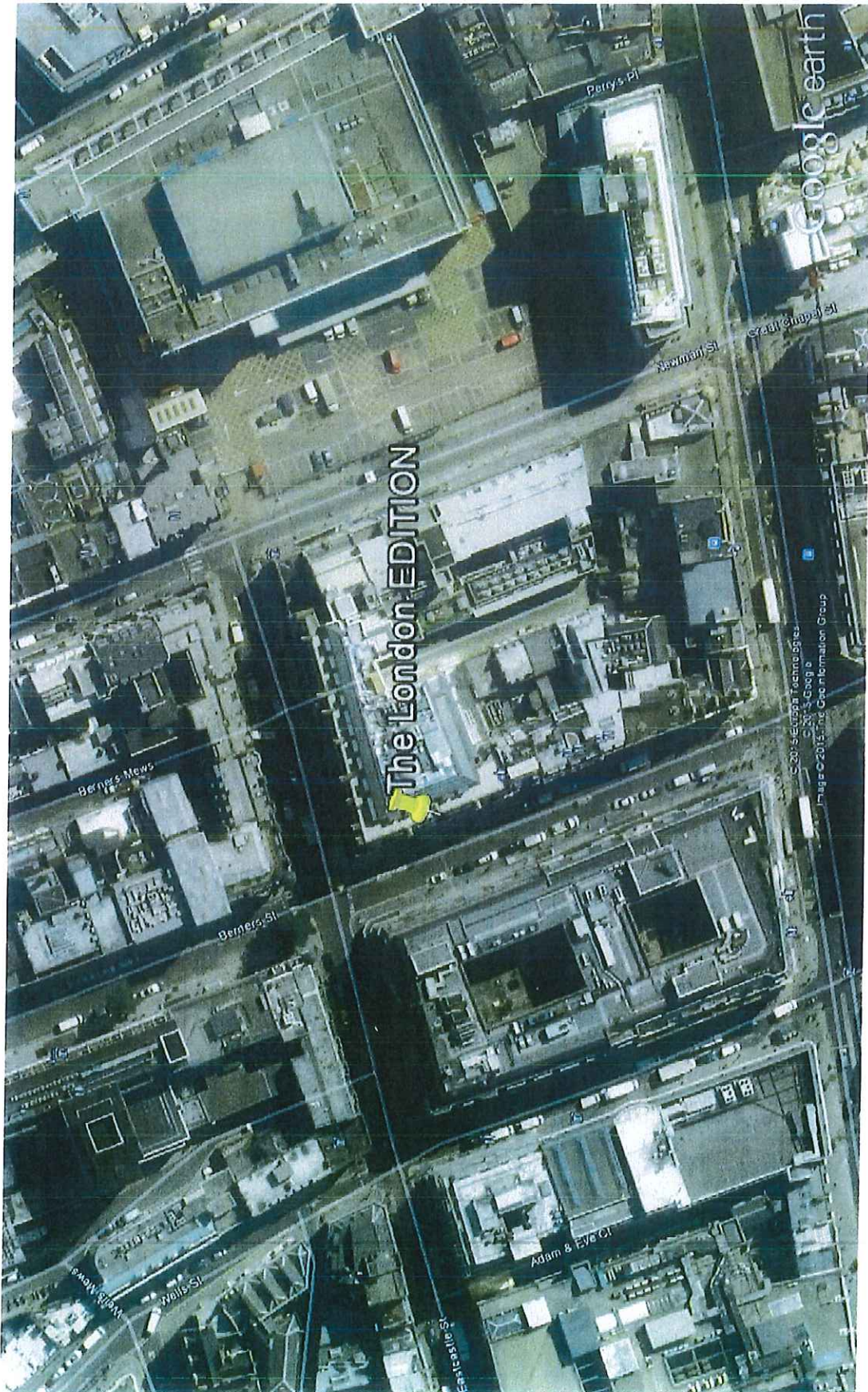
When a noise level is constant and does not fluctuate over time, it can be described adequately by measuring the dB level. However, when the noise level varies with time, the measured dB level will vary as well. In this case it is therefore not possible to represent the noise level with a simple dB value. In order to describe noise where the level is continuously varying, a number of other indices are used. The indices used in this report are described below.

- L<sub>eq</sub>** The equivalent continuous sound pressure level which is normally used to measure intermittent noise. It is defined as the equivalent steady noise level that would contain the same acoustic energy as the varying noise. Because the averaging process used is logarithmic the L<sub>eq</sub> is dominated by the higher noise levels measured.
- L<sub>Aeq</sub>** The A-weighted equivalent continuous sound pressure level. This is increasingly being used as the preferred parameter for all forms of environmental noise.
- L<sub>Ceq</sub>** The C-weighted equivalent continuous sound pressure level includes low frequencies and is used for assessment of amplified music systems.
- L<sub>Amax</sub>** is the maximum A-weighted sound pressure level during the monitoring period. If fast-weighted it is averaged over 125 ms, and if slow-weighted it is averaged over 1 second. Fast weighted measurements are therefore higher for typical time-varying sources than slow-weighted measurements.
- L<sub>A90</sub>** is the A-weighted sound pressure level exceeded for 90% of the time period. The L<sub>A90</sub> is used as a measure of background noise.

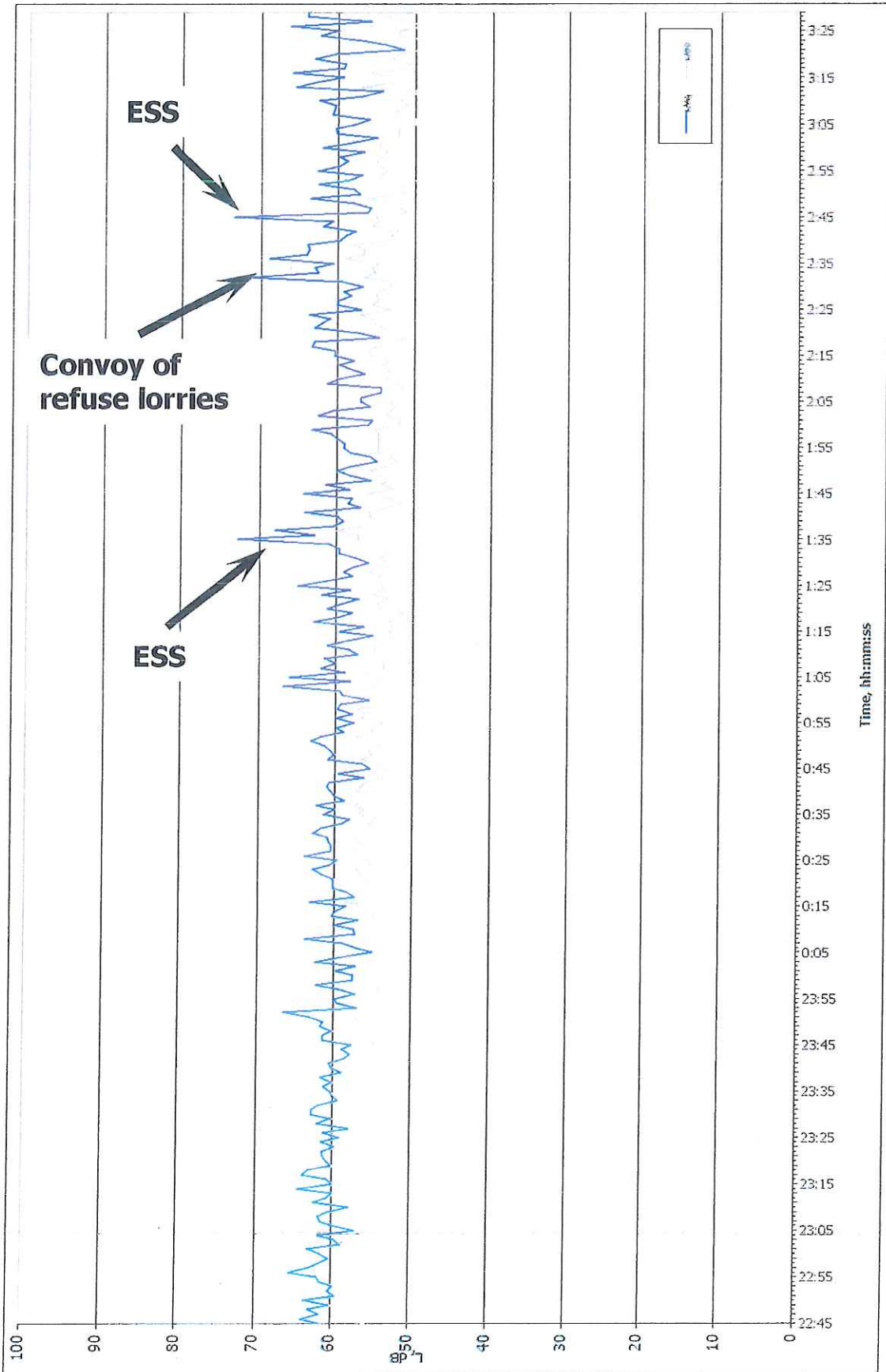
### Example noise levels:

Source/Activity	Indicative noise level dBA
Threshold of pain	140
Police siren at 1m	130
Chainsaw at 1m	110
Live music	96-108
Symphony orchestra, 3m	102
Nightclub	94-104
Lawnmower	90
Heavy traffic	82
Vacuum cleaner	75
Ordinary conversation	60
Car at 40 mph at 100m	55
Rural ambient	35
Quiet bedroom	30
Watch ticking	20

## Appendix B - Site location



### Appendix C - Noise levels outside York House



## Appendix D - Instrumentation

All attended measurements were carried out using a Cirrus type CR:171B integrating-averaging sound level meter with real-time 1:1 & 1:3 Octave band filters and audio recording conforming to the following standards: IEC 61672-1:2002 Class 1, IEC 60651:2001 Type 1 I, IEC 60804:2000 Type 1, IEC 61252:1993 Personal Sound Exposure Meters, ANSI S1.4-1983 (R2006), ANSI S1.43-1997 (R2007), ANSI S1.25:1991. 1:1 & 1:3 Octave Band Filters to IEC 61260 & ANSI S1.11-2004.

Unattended measurements were carried out using a Svan type 971 integrating-averaging sound level meter with real-time 1:1 & 1:3 Octave band filters conforming to the following standards: IEC 61672-1:2002 Class 1. 1:1 & 1:3 Octave Band Filters to IEC 61260.

The calibration of the measuring equipment was checked prior to and immediately following the tests and no signal variation occurred. Calibration of equipment is traceable to national standards. The following instrumentation was used during the survey:

Description	
Cirrus sound level meter	type CR:171B
Cirrus pre-polarized free-field microphone	type MK:224
Cirrus microphone pre-amplifier	type MV:200E
Cirrus class 1 acoustic calibrator	type CR:515
Svan sound level meter	type 971
ACO pre-polarized free-field microphone	type 7052E
Svan microphone pre-amplifier	type SV18
Brüel & Kjær class 1 acoustic calibrator	type 4231

## Appendix E - Meteorology

27-28 June 2015	Temperature	Wind speed	Precipitation
<b>At start</b>	22°C	0ms <sup>-1</sup>	None
<b>During assessment</b>	19°C	0-1.3ms <sup>-1</sup>	None
<b>At finish</b>	18°C	0ms <sup>-1</sup>	None
<b>Additional comments:</b> Dry, warm, very still			

## Appendix F - Basement guest management procedure

### External Guest Management Procedure for Basement

This is intended as a guide for successful management of Basement guests. The intention is always to provide a safe atmosphere for guests and co-workers and a peaceful night for residents of the hotel and in the local area.

1. **SETUP** – Using ropes and posts ensure there is a distinct smoking area outside the hotel on the left between the front entrance and Berners Tavern (BT) entrance. On the opposite side build a queue area. Make sure that both areas cover less than 50% of the width of the pavement. Make sure signs are in place saying QUIET ZONE.
2. **OPENING** – After briefing in Basement communicate all relevant information to Bellmen and Blue Threat security on the door.
3. **SECURITY POSITIONS** – As the Basement opens have all security in position. Set positions are : Corner Eastcastle st, Front Door, Stairs, Cloakroom. Use rotation system if necessary but make sure all four positions are covered if not by security then management.
4. **QUEUE** – If a queue builds up communicate with them constantly on the status of the event, how long they will have to wait, no drinking in the queue policy and most importantly to keep the noise to a minimum. Do not let the queue get too long, if there are more people in the queue than spaces in the club close the queue
5. **SMOKING AREA** – As people come through the lobby to smoke direct them to stand inside the smoking area. Alert security inside the hotel if the smoking area becomes too full. The smoking area holds between 15 and 25 people. Alert guests leaving Basement that they wont be able to smoke until the area is clear. When the pavement becomes too littered sweep up. When guests spill onto the street move them back into the area. Close the smoking area for Basement guests 30min before curfew. Most importantly don't let the smoking area become noisy. Use the right to refuse entry if guests are consistently too loud and belligerent.
6. **DISPERSAL** – Always consult with the manager on duty regarding closing times and dispersal positions. Decide with the manager whether or not to use the second exit. 10mins before curfew place all security in position. Radio control with 5min to go and ask for assistance if necessary. Do not herd guests out of Basement immediately allow them 10min of wind down after music stops. Don't let cloakroom queue build up into lobby, allow guests to wait in Basement. Thank every person on the way out and ask them to be quiet for the benefit of neighbours. Once Basement empties out move unnecessary positions to the front of the hotel. Do not let guests congregate on Eastcastle or Berners St. Usher all guests away from hotel perimeter. If guests are waiting for cabs inform them they can wait inside the lobby. Do not let cabs tote for business outside the hotel, use TFL wording as a deterrent to cab totes. Most importantly don't allow groups to make noise or carry on loudly within hotel perimeter. All security should be present outside hotel as event finishes. Once all groups have left the area security team can break.

#### **Adverse situations with and reactions from Guests**

Unfortunately at some point all security personnel have to deal with troublesome guests and people causing a nuisance. The intention is of course to try and foresee problems and develop systems that prevent nuisance. The following points are suggested as a way of helping deal with situations and mitigate their adverse effect.

1. **VERBAGE** – Have wording ready for all recurrent issues. 'Please keep noise to a minimum as you are entering a residential area'.
2. **LISTEN** – Always listen through a guests complaint. Most of the time they only want to be heard and will leave once satisfied you have understood their complaint
3. **COLEAGUES** – Always use your colleagues to help diffuse a situation. Hotel management can provide an effective voice for disgruntled guests. A second person can also corroborate your position and version of events.
4. **RIGHT OF REFUSAL** – You are empowered to refuse someone entry or re-entry if they are causing a nuisance. The hotel is private property and we reserve the right to refuse entry.
5. **HOUSE SECURITY** – Call on house security to record any pertinent events on CCTV.
6. **LOGS** – Logging all activity whether caused by hotel guests or not and however innocuous can and often does prove vital in dealing with issues after the fact and more often than not absolves the security of blame.

Dominik Prosser

Basement HOD

January 2015

## Westminster City Council Statement of Licensing Policy 2011 (Appendix 11 - Guidance on noise)

The council regards the control of noise as an essential aspect of good neighbourliness, contributing to the sustainability of residential and commercial communities.

### Noise sources

Applicants should consider the potential sources of noise and the hours when it may be generated. The Licensing Authority's noise criteria relate to all these sources of noise whether indoors or in the open air, including:

- (a) music and human voices, both amplified and unamplified
- (b) other internal activities
- (c) use of open areas
- (d) patrons queuing
- (e) patrons and staff entering and leaving the premises and in its vicinity
- (f) vehicles arriving, waiting, parking and departing
- (g) deliveries and collections including refuse and collection of recyclable materials
- (h) plant, machinery and associated equipment
- (i) any other factors that could cause noise disturbance.

Many licensed activities can cause noise that is heard outside the premises or originates from an open air site and some of these risk generating noise that causes public nuisance. The risk assessment carried out for licence applications for such activities, should take account of the criteria and guidance on noise set out below which indicates circumstances in which a noise report will be necessary and what it should contain.

On the other hand, some licensed activities will generate noise at such low levels that they are unlikely to cause public nuisance. The list of criteria below should be used to determine whether it is likely that a full noise report will be required.

### Information on noise

5. All applicants must provide a statement demonstrating how they do or do not comply with the following criteria. A noise report will not usually be required where all the following criteria are met.

- (a) There have been no Noise Abatement Notices (Section 80 of the Environmental Protection Act 1990) served in relation to the premises within the two years prior to this application.
- (b) There have been no noise complaints relating to the premises received by the applicant, the council or the police within the two years prior to this application.
- (c) There have been no objections to the renewal of a licence in relation to the premises within the two years prior to this application.
- (d) There are no noise sensitive properties above, below, adjacent, opposite in the proximity of the premises or otherwise likely to be affected.
- (e) There is no air conditioning, or other plant and associated equipment.
- (f) There is no loudspeaker system.
- (g) There are no activities involving performances of music or other sounds, whether live or recorded, or any other "regulated entertainment".
- (h) No door staff are required as a condition of an existing licence.
- (i) Deliveries, collections, servicing; use of vehicles, do not take place between 19.00 and 07.00 hours.

### Noise report

When the Licensing Authority receives a statement from the applicant demonstrating how they do or do not meet the criteria above, it will determine whether a noise report will be required, which aspects of it will be required, what it should cover, and how it should be prepared.

A noise report may contain some or all of the following:

- (a) An environmental noise impact assessment (required for all noise reports).
- (b) An acoustic report for premises where there is plant and equipment (e.g. ventilation, air conditioning, lifts, hoists etc).
- (c) A sound insulation and sound reduction measures assessment (for premises where there is plant and equipment and/or sound systems, or "regulated entertainment").
- (d) Planned management measures for control of noise disturbance related to door control, deliveries and collections, waste management, servicing, and any other aspects requiring control of noise. (This will be required in most noise reports and all applications where operating hours include any of the period 19.00-07.00 hours, and/or where door staff are required.)



(e) Planned management measures for control of noise disturbance from an open air site or event. (This will be required for open air sites and events.)

#### **Environmental noise impact assessment**

8. An Environmental Noise Impact Assessment should provide information, as applicable, including:

- (a) Existing ambient noise climate and a survey of both pedestrian and vehicular numbers in and around the premises.
- (b) Assessment of the existing and future noise climate due to the new or increased use of the premises, indicating any increase in predicted noise levels.
- (c) Assessment of the existing and predicted number and level of noise events.
- (d) Details of management procedures to reduce the impact of the premises operation on the locality, including noise from customers and others arriving and departing.

#### **Acoustic report (plant and equipment)**

9. An Acoustic Report should provide information for both external and internal plant, and on the prevention of noise breakout from plant, equipment and internal activities. This should cover, as relevant:

- (a) Mechanical and electrical plant, machinery and equipment and their locations, with manufacturers specifications: octave or 1/3 octave band analysis of noise for the proposed plant, machinery and equipment.
- (b) The location of the nearest openable window of the nearest noise sensitive property that may be affected by noise from the proposed licensed use/plant and equipment, with the distance between these.
- (c) The proposed operational hours.
- (d) The background noise level assessment ( $L_{A90, 15 \text{ min}}$ ) over the proposed hours of operation, including: the time, date, weather conditions, instrumentation and calibration, noise sampling locations, and a copy of the noise survey data (in accordance with BS 4142 measurement methodology).
- (e) Calculations for the predicted noise level 1 metre from the window of the nearest affected noise sensitive property.
- (f) Use of acoustic enclosures.
- (g) Use of noise attenuators and acoustic screens as required.
- (h) Measures to ensure that plant, machinery and equipment is maintained to prevent noise levels from them increasing.
- (i) Use of vibration isolators.

#### **Sound insulation and sound reduction assessment.**

10. A Sound Insulation and Sound Reduction Assessment should provide information, as applicable, on proposed:

- (a) Assessment of the existing sound insulation of the building fabric.
  - (b) Operational building layout to prevent noise escape.
  - (c) Sound insulation measures to prevent airborne and structural transmission of noise and vibration to adjacent premises.
  - (d) Attenuation measures to minimise noise breakout, and to prevent noise disturbance to the surrounding area.
  - (e) Use of electronic sound limiters on amplification systems as alternative means of control.
  - (f) Other measures to reduce structural transmission of noise and vibration.
  - (g) Installation of acoustic doors and lobbies.
- (Note: BS 8233:1999 contains useful guidance on commercial design criteria).

#### **Planned management measures for control of noise**

11. This is a statement of management measures to be taken to prevent and control noise, covering matters such as:

- (a) hours of operation
- (b) location of entry and departure points
- (c) door control
- (d) control and prevention of queuing
- (e) control of amplified and unamplified music and voices
- (f) steps to be taken to achieve good behaviour outside and within the premises
- (g) communication with customers (signs, announcements and other means)
- (h) management of use of outdoor areas
- (i) steps to be taken to ensure customers leave quietly
- (j) advice to customers on departure routes
- (k) stewarded access to taxis and licensed mini-cabs
- (l) arrangements for dedicated taxi or licensed minicabs to collect patrons in a manner so as to minimise any disturbance
- (m) arrangements for staff and patron parking
- (n) limits set on hours for servicing and delivery
- (o) guidance to drivers to limit noise during deliveries

- (p) communications with suppliers and service providers
- (q) providing quiet means for storage and movement of waste and recycling materials.

**Planned management measures for control of noise disturbance from an open air event or site.**

12. This is a statement of management measures to be taken to prevent and control noise from open air events and sites, covering matters such as:

- (a) hours of operation
- (b) location of entry and departure points
- (c) item (c) is missing in original policy document*
- (d) control of queuing
- (e) management of amplified and unamplified music and voices
- (f) steps to be taken to achieve good behaviour outside and within the open air site
- (g) communication with patrons or members of the public (signs, announcements and other means)
- (h) management of use of covered and outdoor areas
- (i) steps to be taken to ensure customers leave quietly
- (j) advice to customers on departure routes
- (k) stewarded access to taxis and licensed mini-cabs
- (l) item (l) is missing in original document*
- (m) arrangements for staff and patron parking
- (n) limits set on hours for servicing, delivery and any other on site traffic movements
- (o) guidance to drivers to limit noise during deliveries
- (p) communications with suppliers and service providers
- (q) providing quiet means for storage and movement of waste and recycling materials.

**Noise criteria**

13. Licensed premises and activities will be required to meet the noise criteria in Policy PN1. Noise reports should show how these criteria will be met. Plant noise breakout and structural transmission

14. Applicants should demonstrate that the licensed activities from indoor premises, and open areas associated with them, can be carried out so that plant noise, airborne noise breakout, and noise and vibration transmitted through structures, will meet the criteria for indoor premises below.

15. Applicants should demonstrate that the licensed activities from open air premises can be carried out so that plant noise, airborne noise, and noise and vibration transmitted through structures will meet the criteria for open air premises at paragraph 19 below.

**Indoor premises plant and equipment**

Premises should be capable of being operated at all times of year without doors or windows being opened for ventilation. Air handling and air conditioning plant and systems must be designed and located so that noise emitted meets the criteria in Paragraph 17 below. The council will require the applicant to ensure maintenance of building plant and machinery so that the above standards will be met at all times.

**Indoor premises plant & machinery and internal activities**

17. The criteria relating to:

- (a) plant, machinery and associated equipment, internally or externally installed
- (b) ventilation
- (c) music and human voices, both amplified and unamplified and to
- (d) other internal activities are noise emitted will achieve the following standards in relation to the existing external noise levels at the nearest noise sensitive properties<sup>3</sup>, at the quietest time during which any of these activities occur:

At the nearest façade of the nearest noise sensitive property, the noise generated from the property to be licensed (the  $L_{Aeq, 5 \text{ min}}$ ) should not exceed 10 dB below the minimum external background noise during the operating period. The background noise level should be expressed in terms of the lowest  $L_{A90, 15 \text{ min}}$ ; and; where noise from the property to be licensed will contain tones or will be intermittent sufficient to attract attention:

At the nearest façade of the nearest noise sensitive property, the noise generated within each octave band level ( $L_{Aeq, 5 \text{ min}}$ ) should not exceed 5 dB below the minimum external background noise level expressed in any of the individual octave band levels. The background noise level should be expressed as the lowest  $L_{A90, 15 \text{ min}}$  for each of the octave bands during the operating period.

**Indoor premises structural transmission of noise and vibration**

<sup>3</sup> Noise sensitive properties include: all residential property; schools; hospitals; hotels; hostels; concert halls; theatres; broadcasting and recording studios.

Applicants should ensure that as far as is reasonably practicable, licensable activities will be conducted and the facilities for licensed activities will be designed and operated, so as to prevent the transmission of audible noise or perceptible vibration through the fabric of the building or structure to adjoining properties. In the case of licensable activities involving the playing of music or the operation of kitchens, or the running of plant after 23.00 hours applicants may be required to demonstrate this.

#### **Open air premises plant & machinery and other activities**

19. The criteria relating to:

- (a) plant, machinery and associated equipment, internally or externally installed
- (c) music and human voices, both amplified and unamplified
- (d) other activities.

Criteria:

Account will be taken of:

- (i) the type/s of events planned
- (ii) the number of events that take place each year
- (iii) the numbers of participants and people attending each event
- (iv) the times of day and duration of events
- (v) the days/dates of the events
- (vi) conformity to The Noise Council's "Code of Practice on Environmental Noise Control at Concerts", guidelines and recommended noise control procedures
- (vii) conformity to standards set by the council in relation to the existing external noise levels at the nearest noise sensitive properties.

The council has previously set standards in agreement with event organizers for lower noise levels than in Code of Practice on Environmental Noise Control at Concerts: published by the Noise Council.

#### **People arriving, departing and in the vicinity**

20. Applicants should demonstrate that appropriate measures will be taken to limit noise from patrons and staff entering and leaving the premises, and vehicles arriving, departing and in the vicinity to prevent avoidable noise disturbance to noise sensitive properties. The kinds of measures that may be used include:

- (a) Installation of an acoustic lobby with inner and outer acoustic doors, designed to prevent both sets of doors being opened at the same time, together with management arrangements to ensure this.
- (b) Signs and verbal advice to patrons to encourage them to limit noise as they wait outside and as they leave the premises.
- (c) Guidance to patrons on routes to take as they depart, to cause least disturbance.
- (d) Guidance to staff on their responsibilities to minimise noise from patrons as they arrive at and depart from the premises.
- (e) Guidance to staff to minimise noise from any activities outside and in the vicinity of the premises.
- (f) Arrangements for the calling of taxis, minicabs, cars or limousines from within the premises and for the collection of patrons by arrangement.
- (g) Arrangements with dedicated taxi, minicab, car or limousine companies to collect patrons in an agreed manner so as to minimise disturbance.

#### **Deliveries, collections and servicing**

21. The criteria relating to deliveries, collections and servicing are that the applicant must demonstrate appropriate measures that will be taken to limit noise from these sources and that these will prevent avoidable noise disturbance to noise sensitive properties. Such measures may include:

- (a) Ensuring that deliveries, collections and operational servicing are carried out between 07.00 and 19.00 hours, except where access at other times is unavoidable and specific procedures are in place to limit disturbance.
  - (b) Guidance to drivers to switch off engine during deliveries, collections and servicing, and to minimise other noise caused by their activities.
-

LP/16

EDITION<sup>SM</sup>

FORM MG11

## WITNESS STATEMENT

Statement of: Ryan Donovan

Age: 27

This statement (consisting of *One* page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I hereby agree that the statement therein can be used by The London EDITION Hotel as and when it is required.

Dated the: 03.05.2015

Signature:

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My name is Ryan Donovan, and I'm employed The London EDITION hotel as Basement Host, since April 2013.

Approximately 12:40am outside the main entrance of The London Edition Hotel Mr Zafar Khalid approached myself and in house security in an aggressive manor and clearly intoxicated stating that a guest of The London Edition had urinated on his window. On closer inspection it became clear the perpetrator was not from The London Edition, I and the security team tried to reason with Zafar explaining that it had been confirmed it was not a guest of ours and he began to get more infuriated and disrespectful to the Edition employees. He stated he had been woken up although our Berners street / Eastcastle street security post has a clear view of Zafar Khalid apartment and it was clearly visible to see him watching a major boxing event in his front room.

This is all I know about this incident.

Signed by: Ryan Donovan

Witnessed: Mateusz Rudyk

**Inc.041.27.03.2015**

<b>The London EDITION Hotel</b>			
<b>INCIDENT REPORT</b>			
<b>THIS REPORT MUST BE FORWARDED TO: THE DIRECTOR OF SECURITY</b>			
<b>CATEGORY: Non-Guest misconduct</b>			
<b>A. HOTEL DETAILS</b>			
<b>HOTEL:</b> The London EDITION	<b>ADDRESS:</b> The London EDITION 10 Berners Street, London, W1T 3NP	<b>TEL NO:</b>  020 7781 0000	
<b>PERSON COMPLETING FORM:</b>			
<b>POSITION &amp; NAME:</b> Mindaugas Babonas Security Officer	<b>DEPARTMENT:</b> Security	<b>DATE OF REPORT:</b> 27.03.2015	
<b>B. DETAILS OF THE INCIDENT</b>			
<b>DATE OF INCIDENT:</b> 27/03/2015		<b>TIME OF INCIDENT LOSS/DAMAGE/THEFT</b> (BETWEEN TIMES/DATES IF EXACT TIME UNKNOWN): 01:00am on 27/03/2015	
<b>LOCATION - (EXACT DETAILS, FOR EXAMPLE ROOM NUMBER OR NAME):</b> Lobby bar			
<b>NATURE OF INCIDENT/THEFT/LOSS/DAMAGE</b> (IE. DESCRIBE WHAT HAPPENED LEADING UP THAT EVENT)  Approx. 01:00am Security Michael La Borde reported interaction on the Berners street. Please see 'findings' for investigation results.			
<b>WITNESS/WITNESSES DETAILS</b> (ANYONE WHO HAS EVIDENCE TO SUPPORT CLAIM OR DEFENCE OF CLAIM):			
<b>WITNESS NAME</b>	<b>NATURE OF WITNESS</b> (EMPLOYEE/GUEST ETC)	<b>ADDRESS</b>	<b>TEL NO</b>
Andrew Shannon	Employee	10 Berners Street	02077810000
Mantas Zaleckis	Employee (PPS)	10 Berners Street	02077810000
Lionel Morris	Employee (PPS)	10 Berners Street	02077810000
Dominic Prosser	Employee	10 Berners Street	02077810000
Michael La Borde	Employee (PPS)	10 Berners Street	02077810000
<b>PHOTOGRAPHS TAKEN</b> YES/NO (IF YES - DESCRIPTION): N/A			

# EDITION<sup>SM</sup>

<b>ELECTRONIC LOCK AUDIT TAKEN</b> (IF APPLICABLE) YES/NO (WHAT DOES IT TELL YOU)? N/A		
<b>CCTV AVAILABLE</b> YES/NO (WHAT DOES IT SHOW)? CCTV indicates guest in question inappropriate behaviour towards security and member of staff outside the hotel		
<b>REPORTED TO POLICE: N/A</b>	<b>OFFICER REPORTED TO/DEALING: N/A</b>	<b>POLICE REPORT NO (LOG/INCIDENT NO.):N/A</b>
<b>POLICE STATION AND TELEPHONE NUMBER REPORTED TO: N/A</b>		
<b>DESCRIPTION OF ITEMS REPORTED LOST/STOLEN/DAMAGED</b> (INCL BRAND/MODEL DETAILS): N/A		
<b>DETAILED DESCRIPTION OF QUESTIONABLE PERSON/S</b> (INCL. APPROX. HEIGHT, HAIR COLOUR, APPAREL DESCRIPTION, DISTINGUISHING MARKS): Male, IC1 (white) appearance, approx. 30 years old, in white tracksuit.		
<b>OWNER OF PROPERTY LOST/STOLEN/DAMAGED:</b> N/A		
<b>NAME:</b>	<b>ADDRESS:</b>	<b>TELEPHONE NO.</b>
n/a	n/a	n/a
<b>C. HOTEL INVESTIGATION</b>		
<b>INVESTIGATION CARRIED OUT BY:</b>		
<b>FINDINGS:</b>		
<p>At 27/03/2015 at approximately 01:00 am Security Control room been informed about interaction outside the hotel in a Berners Street. PTZ camera on a Berners Street been pointed to the scene immediately.</p> <p>As per witness statement of Michael La Borde, an incident occurred because of the guest in question, who spat in Dominic's Prosser face and been asked to leave. Once escorted outside the premises, the guest in question became aggressive and verbally offensive saying "he will cut our throats and come back to shoot us".</p> <ul style="list-style-type: none"> <li>• 1 am CCTV indicates IC1 male, approximately 30 years old, in a white tracksuit leaving the hotel, behaving aggressive towards security personnel.</li> <li>• Male in question trying to come back to the hotel, but stopped by Lionel Morris (PPS).</li> <li>• Shortly after, white BMW (FX61 LPP) arrived to pick up the guest in question, with the assistance of Lionel Morris (PPS), aforementioned guest get into the car and left.</li> </ul> <p><b>Outstanding:</b></p> <ul style="list-style-type: none"> <li>• Witness statement of Andrew Shannon to be taken and incident to be updated accordingly.</li> <li>• Witness statement to be sign by Mantas Zaleckis.</li> <li>• Witness statement to be sign by Lionel Morris.</li> </ul>		
<b>SIGNED: Mindaugas Babonas</b>		<b>DATE COMPLETED: 27/03/2015</b>
<b>D. MIRA REPORTED</b>		

# EDITION™

ONLY TO BE COMPLETED BY DIRECTOR/HEAD OF SECURITY

**REPORTED: Yes/No & Date**

**NAME OF PERSON REPORTING:**

**MIRA NUMBER:**

## WITNESS STATEMENT

Statement of: Andrew Shannon

Age: 33

This statement (consisting of *One* page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I hereby agree that the statement therein can be used by The London EDITION Hotel as and when it is required.

Dated the: 27/03/2015

Signature:

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My name is Andrew Shannon and I have been employed as nightlife supervisor at the London EDITION since January 2014.

During the night of Thursday 26<sup>th</sup> March one of my bartenders informed me he had received abusive language while serving a guest dressed in a white tracksuit. I informed security of the incident who proceeded to talk to the guest and inform them this was unacceptable.

The guest proceed to talk to Andrew at the top of the stairs to the basement in a derogatory manor. He was then asked to leave the premises.

As he left the premises he proceeded to spit in Dominik Prosser's face and be generally abusive to the security staff who guided him away from the building and to his waiting car.

Signed by: Andrew Shannon

Witnessed by: Mindaugas Babonas



## WITNESS STATEMENT

Statement of: Dominik Prosser

Age: 39

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This statement (consisting of *One* page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I hereby agree that the statement therein can be used by The London EDITION Hotel as and when it is required.

Dated the: 27/03/15

Signature:

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My name is Dominik Prosser and I have been employed as a Nightlife Manager at the London EDITION since July 2013.

During the night of Thursday 26<sup>th</sup> March I was in the lobby of the hotel and was approached by a white male in a track suit complaining about not being allowed entry into the Basement. I told him we were full and he would have to wait.

After I spoke to him Andrew Shannon also on duty in the lobby told me he had been abusing bartenders that same night. After a half hour the male was aggressive towards Andrew from Pace Prestige and was asked to leave.

He protested and on the way out of the hotel he spat in my face as I was standing talking to another guest. I went inside to avoid any confrontation and the security team chased him into his car and away from the hotel.

Signed by: Dominik Prosser

Witnessed by: Mateusz Rudyk

## WITNESS STATEMENT

Statement of: **Lionel Morris**

Age: 35

This statement (consisting of *One* page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I hereby agree that the statement therein can be used by The London EDITION Hotel as and when it is required.

Dated the: 27/03/2015

Signature:

---

My name is Lionel Morris, and I'm employed as Security Officer at Pace Prestige security since October 2014

On 27/03/2015 a young male who was involved in an incident inside the bar area, and was asked to leave the hotel. The individual started getting aggressive and began swearing at security and other guests within the hotel. I escorted the male out of the hotel and he spat at Dominic Prosser before walking away, I moved the male towards he's friend car and told him to move on, he began shouting again, and I plunge him into his friend car and shut the door for him to leave.

That's all I can say regarding this incident.

Signed by: Lionel Morris

Witnessed by: Mindaugas Babonas

## WITNESS STATEMENT

Statement of: Mantas Zaleckis

Age: 28

This statement (consisting of *One* page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I hereby agree that the statement therein can be used by The London EDITION Hotel as and when it is required.

Dated the: 27/03/2015

Signature:

---

My name is Mantas Zaleckis, and I'm employed as Security Officer at Pace Prestige security since October 2014

On 27/03/2015 approx. 1am I was patrolling by the smoking area when I saw my colleague Lionel Morris trying to calm down aggressive person in question. Immediately I attended to the scene to support him.

While Lionel Morris was dealing with person in question, I was dealing with the people around who was involved, and calmed them down.

That's all I can say regarding this incident.

Signed by: Mantas Zaleckis

Witnessed by: Mindaugas Babonas

## WITNESS STATEMENT

**Statement of:** Michael La Borde

**Age:** 42

This statement (consisting of *One* page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I hereby agree that the statement therein can be used by The London EDITION Hotel as and when it is required.

**Dated the:** 27/03/2015

**Signature:**

---

My name is Michael La Borde, and I am employed as Security Supervisor at Pace Prestige security since October 2014.

I was situated on the front door of the hotel when Andrew Roberts called me on the radio for assistance with the removal of a male guest. I called Lionel Morris on the radio and asked him to assist Andrew with the matter. I was on the front door with Dominik Prosser and Masoud Ali on Green Level Threat. Lionel escorted the IC1 male out of the front door and as he did the male spat in Dominik's face. Lionel escorted the male to his car. The male said he was going to cut our throats and come back and shoot us.

That's all I know regarding this incident.

Signed by: Michael La Borde

Witnessed by: Mindaugas Babonas

LP/13

Francis Keegan  
Assistant Service Manager  
Licensing Enforcement  
Premises Management  
Tel: 020 7641 3385  
Fax: 020 7641 3436  
Email: fkeegan@westminster.gov.uk



### Incident/accident Report

<b>Name and role of person completing this form:</b> MICHAEL LA BORDE
<b>Signature of person completing this form:</b> <i>M. LaBorde</i>
<b>Date:</b> 4/4/15

<b>Incident/accident</b>
<b>Date and time of incident/accident:</b> 4/4/15 01.57
<b>Name/s of person/s involved in the incident/accident:</b> MICHAEL LA BORDE CHRIS JOHNSON
<b>Description of incident/accident:</b> At around 0157 a City of Westminster van pulled up at the front doors. I was adjusting the ropes and ports for the exit of our guests from the basement. Three people came out of the van 2 males and 1 female. The 1st male asked me what my role was? He didn't introduce himself who he was. I explained I was security for the basement downstairs. with he asked me where my badge was and I explained it was on my person and it was a CP badge. He asked me <sup>why</sup> it wasn't on display and I simply asked him what if I were

P.T.O

<b>Witnesses (include contact details):</b> CHRIS JOHNSON
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<b>Reporting of the incident/accident</b>	
<b>Incident/accident Reported to:</b> MARCUS KALIKOWSKI	<b>Date:</b> 4/4/15

How (this form, in person, email, phone):

Radio

Description of actions to be taken:

A report was made by myself and footage from CCTV logged.

looking after a client, I understand it doesn't have to be on display. He then asked me who my client was and I in return replied even if I was looking after a client I was under the assumption I didn't have to disclose those details. He immediately asked for the General Manager, I said please come inside. Dominik Prosser shortly came to the front of the hotel and I explained to him what happened. I was asked by Dominik to come inside as the gentleman wanted to see my badge. After making sure outside was the hotel was quiet I made my way inside. After Dominik had shown me a business card for the gentleman. I showed him my SIA badge and he took my name and badge no. I returned to the front door He informed me he was going to report me to the SIA for not wearing my badge. I returned to the front door then came back for his business card. At no point did he or his colleagues introduce.

## Fitzrovia Watch

Meeting Date; 22.04.14

### Agenda

Fitzrovia is currently rated as an 'stress area'. Council talking about extending this area up to Goodge Street. Climate considered to be more aggressive/less respectful than a couple of years ago.

#### 1. Open discussion on the need for an organisation to represent licenced properties

Starting out small as help for the neighbourhood, once this is running the Fitzrovia watch can expand with more properties and different types of licensed venues all working together, such as: clubs, bars, hotels, pubs and restaurants. A 'united front' considered to have a stronger voice than each venue individually.

#### 2. Ways in which we can help each other:

Sharing information – banned lists, CCTV footage, scams, fake ID's, keeping logs on noise/disturbing activities. Communication via radio during night-time suggested. Whatsapp group (or similar) to be created straight away to be able to keep in touch and update each other on problems and suspect behaviour.

Ice Blue medicals – Ambulance and paramedic on call

Stuart Honey – 07724715393

£26-£30 per hour, minimum of 5 hours per shift

#### 3. Current issues facing us as individual; properties and as licence premises in Fitzrovia

Scams, theft, crowds – not enough support from police and council. Resident neighbours – noise complaint.

#### 4. Need for uniformed patrols

A service paid by the Fitzrovia watch team on busy nights – Lance to provide quote. Patrolling the area and reporting straight to the police and secondary to the Fitzrovia watch team.

#### 5. Current dealing with resident organisations.

Project and Libertines are facing away from residents – main problems are cars moving in the resident area because of the clubs which lead to some complaints. Resident from York House was mentioned in regards of filming on east caste street during night.

#### 6. Any other business

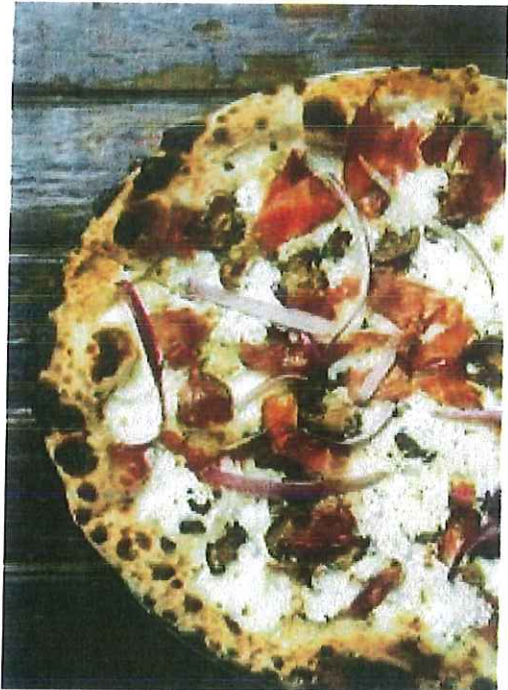
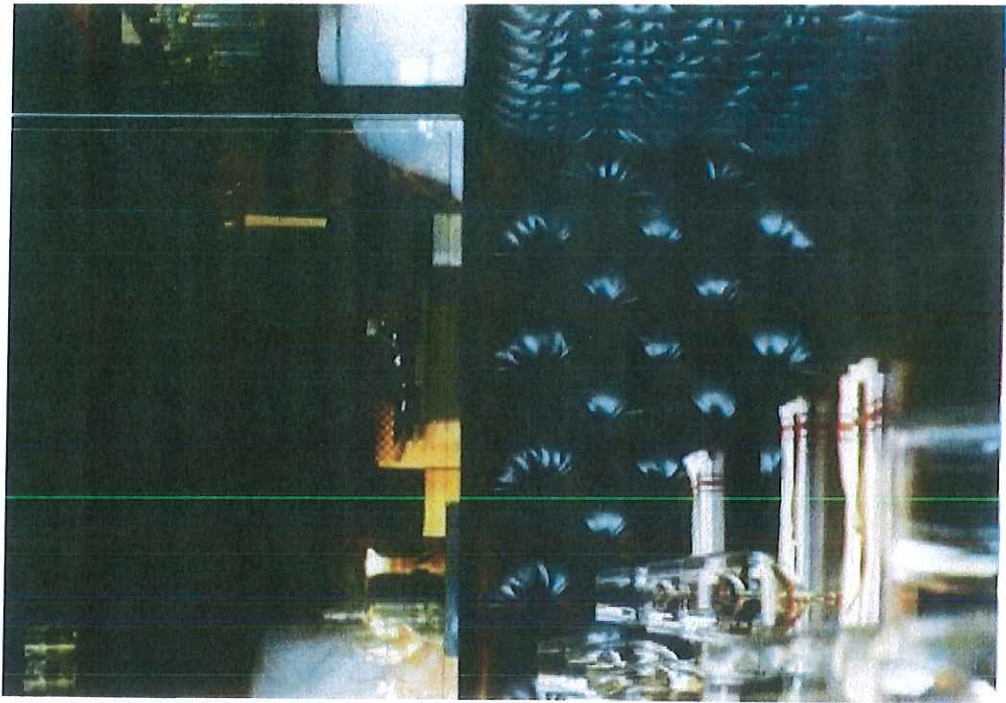
Alex concerned about having a formal watch group as that might lead to more pressure from police and council. Suggesting that going together as an united front might seem as if there is a big problem. Lance suggestion is for each venue to bring up questions and concerns with Julian.

#### 7. Next meeting?

A meeting once a month suggested but no date confirmed.

Best,  
Eve

LP/20



EDITIC



## OPPORTUNITY

The Basement LDN concept has been extremely successful in creating the kind of excitement, buzz and relevance that has built the reputation of the hotel in the market. The activation of the Basement at night has been a key component in the success of the other beverage focused venues in the hotel – specifically the Lobby Bar and the Punch Room. Though a different crowd was attracted to the Basement, the activity from these guests gave the hotel a distinctive energy and excitement that made the cash registers ring throughout the property.

While pressures from local residents and the specifics of the hotel's liquor license for this space make the continuation of night club programming impossible, EDITION feels that having another nightlife venue on property is essential for the overall success of the hotel. For that reason, we recommend a shift to the concept that follows.

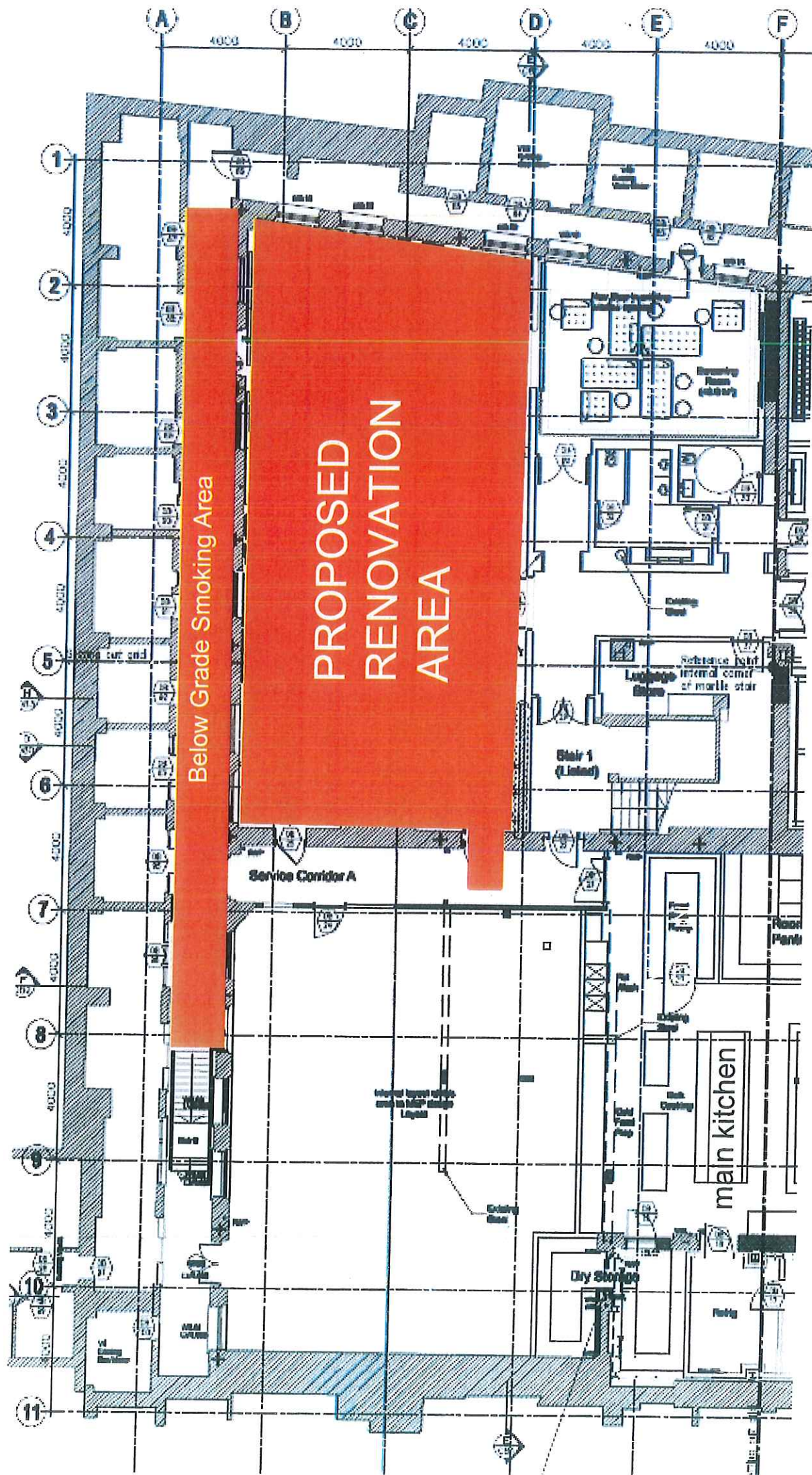
# CONCEPT

EDITION proposes transforming the Basement space into a contemporary nightlife and cocktail venue with amazing food that has not yet been seen in a London luxury hotel. Young, dynamic, unexpected, and enchanting in its own unique way, the new concept will engage a slightly edgier and emerging demographic than is currently attracted to the other food and beverage offerings in the hotel. With an informal 'speakeasy-style' vibe, the wait staff will complement the feel of the venue with casual and sexy uniforms and high-touch, high-energy service.

The new Basement concept will feature between 75-80 seats and be open from 5 pm until 1 am. This venue will feature table service at a series of booths and a la carte tables, with limited seating at the bar. The menu will feature a carefully chosen selection of small plates, gourmet pizzas, seafood and grilled items from the hotel's award-winning culinary team. The beverage list will offer up an innovative selection of cocktails made with a boutique collection of spirits, wines by the glass, and craft beers hand-selected by our in-house team of experts.

A credible, fun and relevant roster of entertainment on select nights will also be a part of the weekly programming. However, the kind of talent that will be sourced would be 'cocktail appropriate' and completely different than for a high energy dance club. The nature of the new concept should change the look and feel of the crowd and still attract an emerging demographic that complements (without cannibalizing) the rest of the hotels offerings.

# PROPOSED BASEMENT FLOOR PLAN



# RENOVATION DETAILS

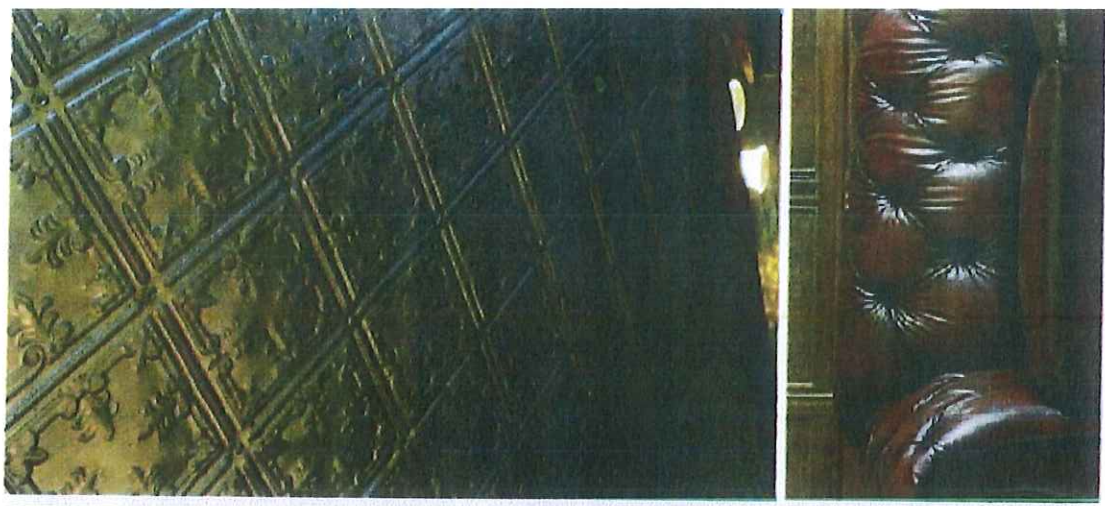
Scope: The proposed renovation would replace the existing BasementLDN nightlife/events venue on the lower level of the hotel with a food and drink venue not normally seen at a luxury hotel, and not in direct competition with anything we do upstairs, although it certainly would appeal to our current clientele looking for a difference, creating a loyal following

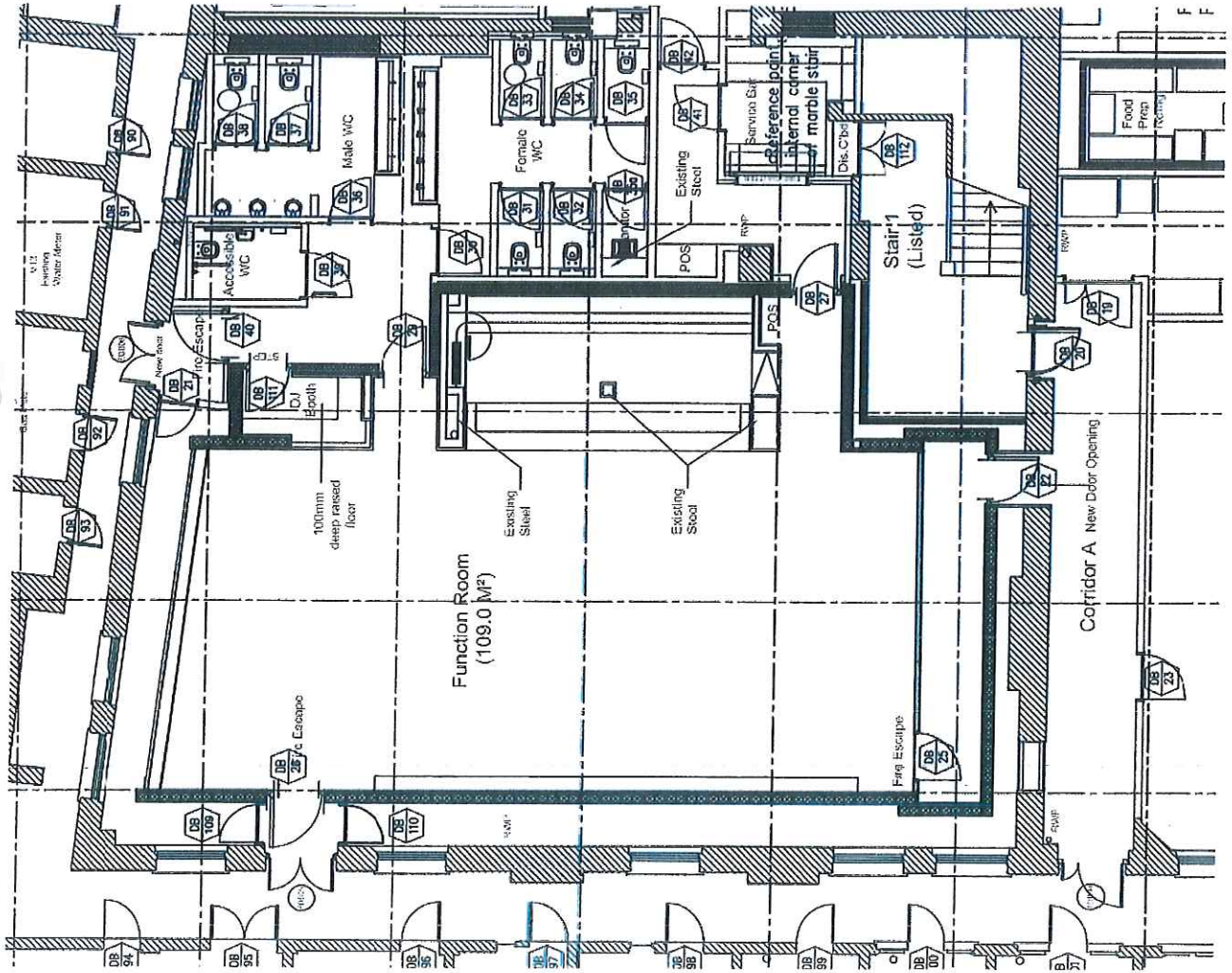
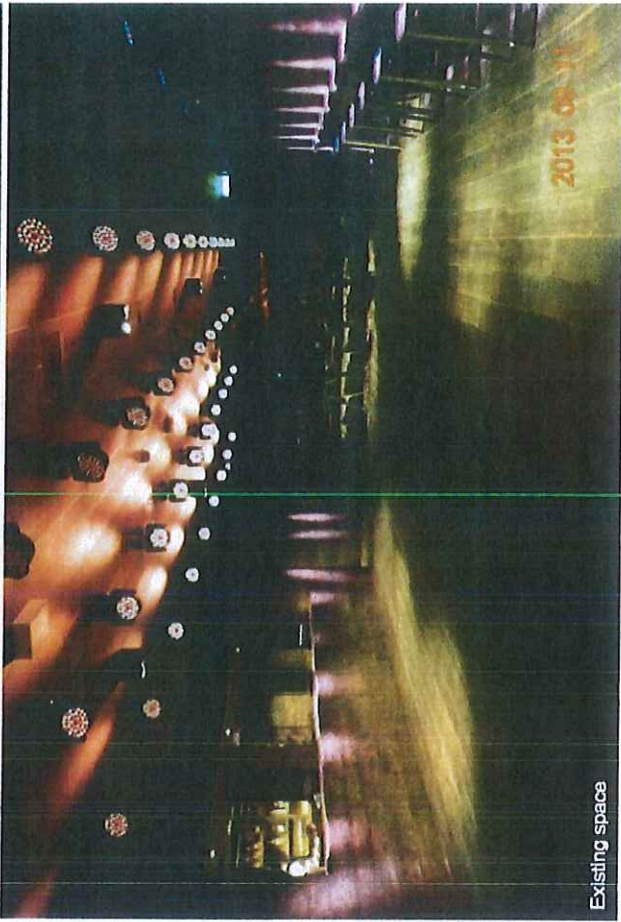
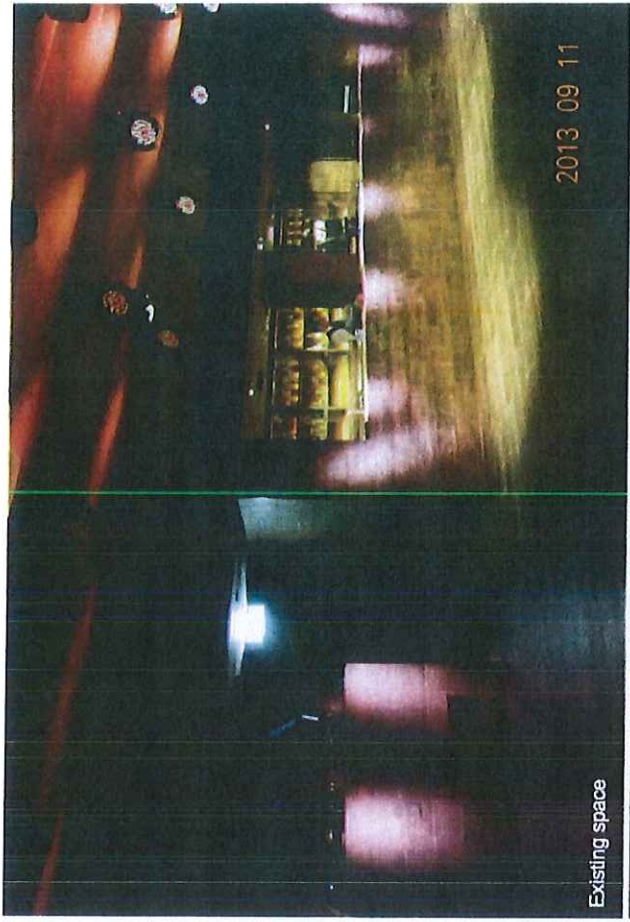
Seat Count:                      Table Seating:        75-80 Seats  
   Bar Seating:            10 Seats

Hours of Operation: 5 pm – 1 am 5 nights a week.  
This may change to 7 nights based on success, and lunch service if there is a demand in the future

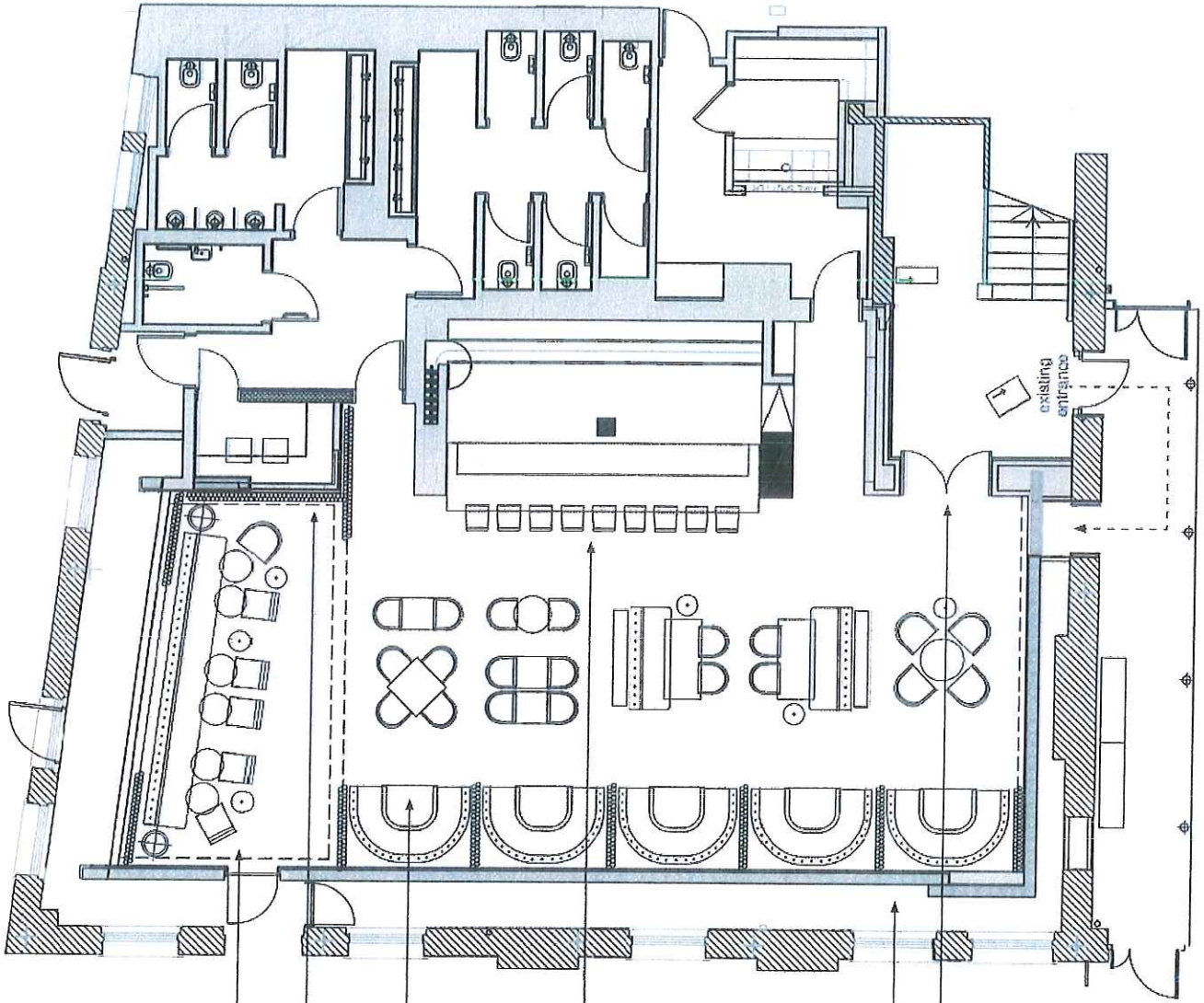
The renovation will require the following changes to the existing operation:

- 1) A modification or removal of the existing box-within-a-box glass walls
- 2) The installation of a basement level smoking area on the exterior of the building
- 3) The addition of a hot line close to the basement level kitchen area with concept appropriate equipment
- 4) The extension or replacement of the bar top to allow for counter seating (current bar will remain in place with a few minor design changes)
- 5) The removal and resale of performance venue lighting equipment, and large scale nightclub speakers





# RENOVATION DETAILS



Possible raised area with removable furniture, to act as VIP seating and performance stage when required.

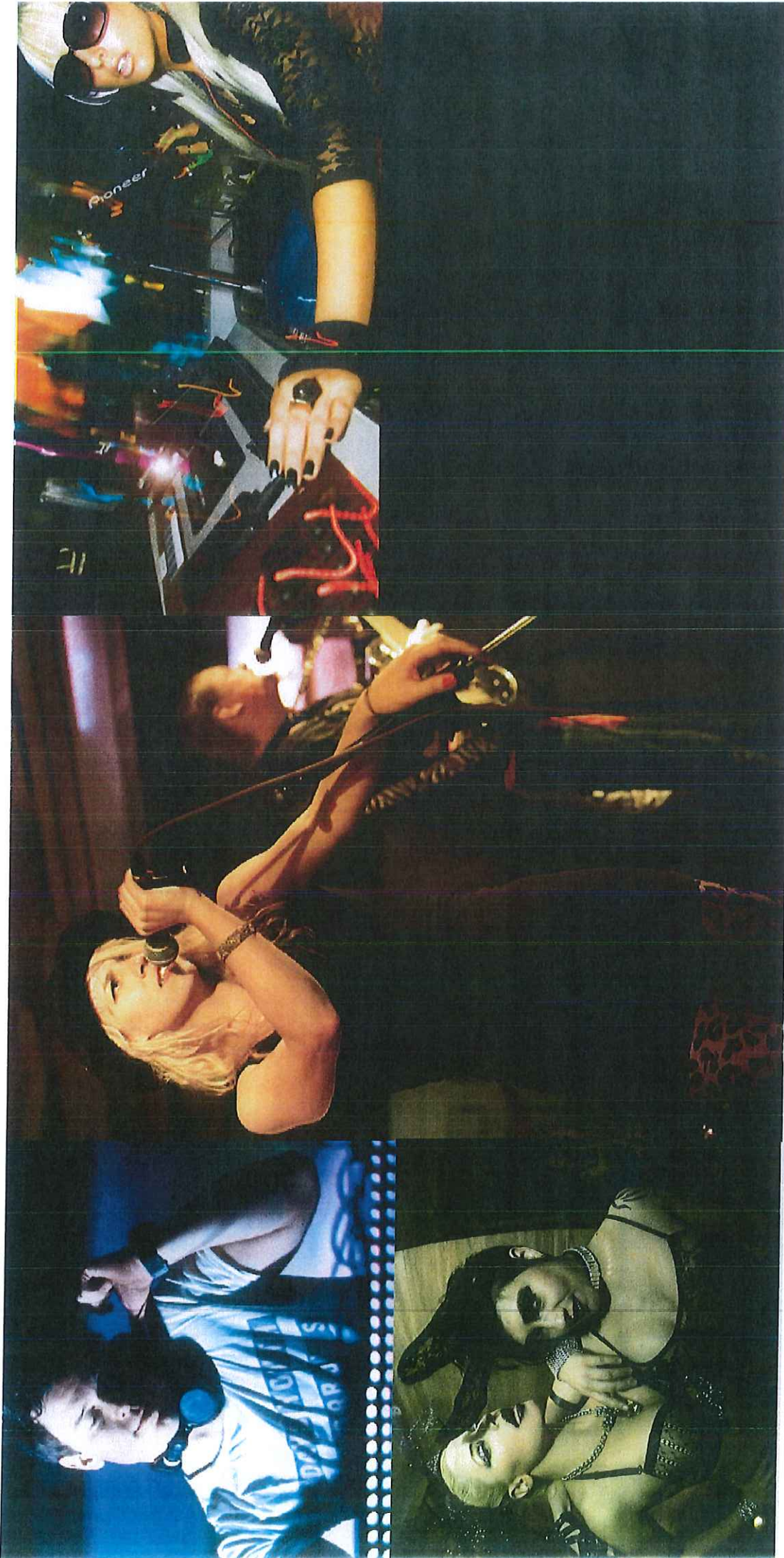
DJ station remains. Concealed with drapes when not in use.

FEE plan in progress:  
Considering a combination of low and lounge-height seating. Possible booths and/or banquettes mixed with sofas to create an eclectic 'speak-easy' mix. Drapery breaks up the space and creates more intimate seating areas.

Bar counter overhang created to allow for bar seating

Existing glass wall removed

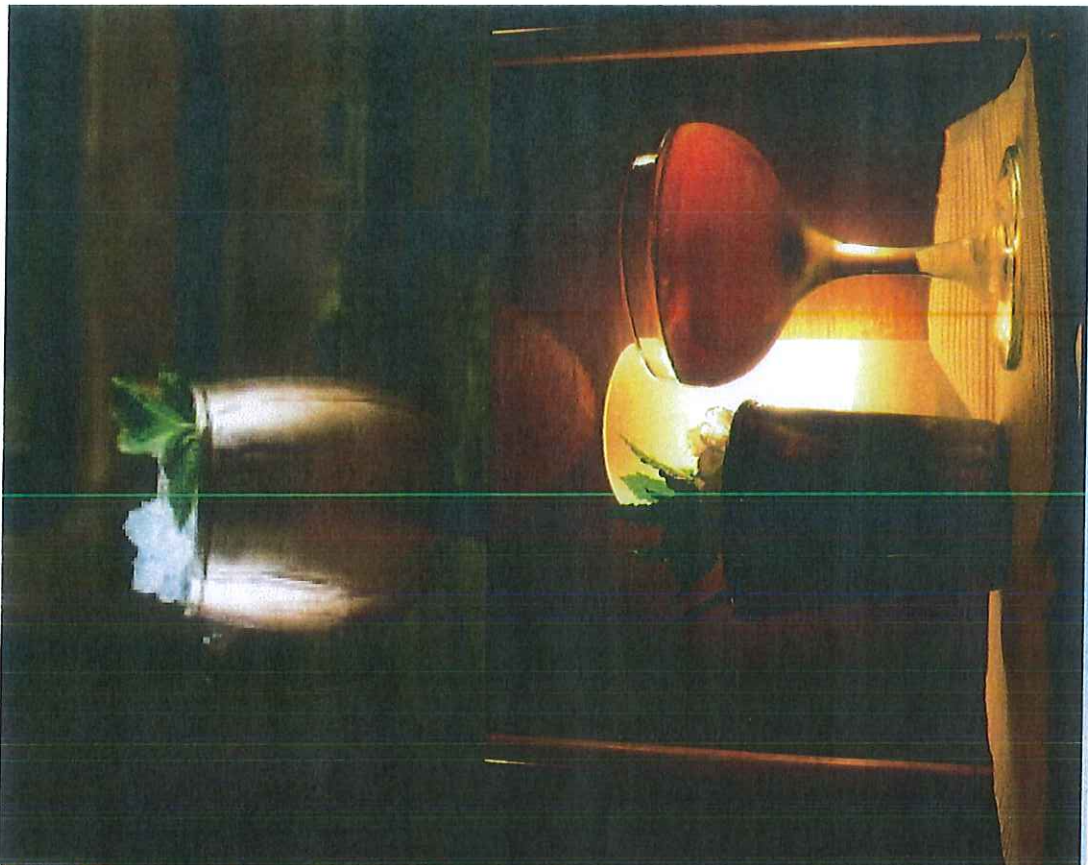
New entrance







EVERAGE



# DRAFT MENU

## PIZZA

Sourdough base, wood fired

Green garlic, pesto, mozzarella,

Cumbrian ham £12

Kebab!

Slow cooked lamb, feta, garlic sa

pickled jalapenos, salad £14

Cheese and onion

Mozzarella, taleggio, Lincolnshire

poacher, caramelised onion, sala

Millionaire's pizza

Wild mushroom, seared foie gras

brie de meaux £18

No base!

Flattened chicken, peppers, chori

onion, rocket, ricotta £17

## SEAFOOD AND FISH

Scallop crudo, jalapeno, yuzu, green  
apple £8

BBQ king crab, Wasabi yoghurt,  
cucumber £9

Butterfly mackerel, romesco, spicy  
ketchup £9

## MEAT

Spicy chicken, crème fraiche, chilli £8

Smoked pork belly, togarashi pepper,  
maple glaze £8.5

Grilled skirt steak, smoked garlic  
salsa, pickled onion £10

Chargrilled quail, peach, black radish £10

## DRINKS

Stuffed mushrooms

Blue cheese & bacon mushrooms

Mustard chorizo

Dips & dips

Wines

## APPETISERS

Chickpeas, toasted pecans, burrata £3.5

Beetroot, fennel and pear salad, pecorino

and walnut £4.5

Smoky, fried egg, anchovy, croutons £5

Smoky pork skin, cider gel, radish and

Roasted almond salad £5

Beetroot, blue cheese and grape salad £5

# CONSIDERATIONS

As with any re-concepting exercise, the scope of the project will be dependent on the timeline and available budget. The property team is in the process of conducting the appropriate due diligence around the following key issues, with a target date of opening Spring 2016. Current project completion estimates require us to close the Basement venue for works December 31.

**STRUCTURAL ENGINEERING:** Depending on the available funding and design direction, it may be advantageous to alter or remove existing walls to open up the space to create additional revenue-generating seating space.

**Net Steps:** The hotel team has engaged internal MI resources to determine the available construction-related options for the space and there are two options that the structural engineer has given us, allowing a (partly) visible kitchen.

**KITCHEN EQUIPMENT:** We will need to provide the appropriate kitchen infrastructure for the new venue. With the demands of Berners Tavern and room service bursting at the seams, the existing kitchen does not have the capacity to take on the production of an additional menu. The level of sophistication of the food concept we can deliver in the basement space will be dependent, to some degree, on the kind of equipment we are able to deliver.

**Next Steps:** The hotel's kitchen equipment company that was used for the other hotel spaces has quoted an estimate of kitchen equipment costs.

**MEP:** An MEP expert has been engaged to determine the feasibility of adding cooking equipment to the basement level.

**NEXT STEPS:** The designated local designers will engage with the MEP expert and structural engineer to determine exact needs for the project. The largest task will be to determine where the exhaust/extraction will exit the building, and whether this requires a more complicated or easy application for planning permission. All other MEP requirements seem reasonable and feasible at this point in time

## CONSIDERATIONS (continued)

**INTERIOR DESIGN:** Ian and his design team have been engaged to provide initial design direction, consulting services and approval of the look and feel of the venue. The team has provided a first proposed design. They have pulled reference images and concept photos for the project. They will deliver concept sketches and enough design direction and documentation for a local design/build firm to pull through the desired look and feel of the space.

**Next Steps:** The property team will work with ISC and will identify a preferred local contractor required to execute the vision. The EDITION brand office will liaise with ISC on the partially visible kitchen concept requested by property.

**FEASIBILITY AND PROJECT FUNDING:** After the initial stage of determining feasibility of the project, ADIA will need to be formally engaged to give the required approval of the project.

**Next Steps:** Establish an overall total cost estimate of the project and the ROI. Continent team to engage ADIA. Consult with local design company and engage with a local project manager.

A formal application for planning permission will then need to be submitted to the local council, ideally in August/September, before September 17.

We will engage with our licensing lawyer on the new concept to determine what exact costs are involved once the concept and project has been approved.

# CONSIDERATIONS (continued)

**CONSTRUCTION ESTIMATES:** The total costs of realizing the new concept will need to be determined by the architect/design team tasked with pulling through the vision. These costs will need to be vetted based on the architect and the property team and brand team will need to conduct any value engineering exercises required to meet the project goals.

Steps: Determine estimates of costs, in 1000's GBP:

Architect equipment:	£
Architect designer fee:	£
Construction work:	£
Professional application fees:	£
Professional fees:	£
Professional fees ISC:	£
Project manager:	£
Professional services:	£
<b>SUBTOTAL</b>	<b>£</b>

Before Licensing Sub-Committee 4 of Westminster City Council

For the Licensing Sub-Committee Hearing on 17 September 2015

The London EDITION, 10 Berners Street, London W1A 3BE

Application for Review of Premises Licence Number: 13/06844/LIPDPS

Name: Mr Dominik Prosser

DOB: Over 18

Address: Flat 30, 236 Dalston Lane, London E8 1LX

Occupation: Function Room Events Manager

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## WITNESS STATEMENT OF DOMINIK PROSSER

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### Experience & Qualifications

1. My name is Dominik Prosser. I reside at Flat 30, 236 Dalston Lane, London E8 1LX. I was born on 27<sup>th</sup> April 1975.
2. I have 20 years' experience of working in licensed premises.
3. I am currently the Function Room Events Manager for The London EDITION Hotel, 10 Berners Street, London W1A 3BE ("the Premises") and have been since 2013.
4. Personal License Number : 05-910046-2
5. During my 20 years working in licensed premises I have held a variety of roles:

### **5.1 2000 – 2013 Programme Manager for The Notting Hill Arts Club**

- Booking and Managing DJs and Live music
- Managing the door of the club and artists during opening hours
- Protecting the license of the club

5.1.1 During my time working at the Notting Hill Arts Club I was instrumental in the setting up, and the running of, the Notting Hill Gate Improvements Group, and the Notting Hill Pubwatch. I also attended Notting Hill Planning Meetings and Crime Reduction meetings.

### **5.2 2009 – 2013 Consultant to Festival Republic and other festivals in England and Europe**

- Stage Manager for outdoor and indoor festival stages
- Venue Manager for outdoor stages
- Production Manager for entire festival

### **5.3 2009 – 2015 Tour Manager for bands and performers in Europe and America**

- Booking and facilitating travel and logistics for multi stop tours including Visa applications

Facilitating live performances in festivals and clubs

5.4 In addition to the above I also co- own a café called the Wilton Way Café from premises at 63 Wilton Way, London E8 1BG.

### **The Premises Licence**

6. The London EDITION operates under a Premises Licence granted by Westminster City Council. The original reference is 12/00691/LIPN. The current reference for the Premises Licence is 13/06844/LIPDPS. A copy of the Premises Licence is exhibited to my colleague Lance Perkin's witness statement, which I have read. The Premises Licence Holder is Green Agate D 2010 Ltd of Equity



Trust House, 28 – 30 The Parade, St Helier, Jersey JE1 1EQ (“the Premises Licence Holder”).

### **The Function Room**

7. The London EDITION’s function room is an eclectic venue with custom lighting by Patrick Woodroffe. It features a full bar and state of the art audio-visual systems, making it ideal for film screenings, fashion shows and product launches.

8. I would refer the sub-committee to Conditions 41 – 43 of the Premises Licence, which I set out below:

41. The hours for Licensable Activities shall be:

Regulated Entertainment – Monday to Sunday 09:00 – 01:00

Sale and Supply of Alcohol – Monday to Sunday 09:00 – 01:00

Late Night Refreshment – Monday to Sunday 23:00 – 01:00

except for:-

- a) Hotel residents and their guests, which shall be limited to 5 persons
- b) Person’s on the proprietor’s personal guest list up to a maximum of 30, a list of which shall be kept at the entrance to the function room for inspection by a police constable or authorised licensing officer.
- c) Persons attending a pre-booked event on a Thursday, Friday and Saturday when licensable activity is extended to 2:00am

42. The number of persons permitted in the function room at any one time shall not exceed 220 (excluding staff) or such lesser numbers as agreed with the licensing Authority on removal of works condition.

43. There shall be no direct access from the street to the Function Room; patrons must gain access through the lobby.

9. In relation to the above I would say that the London EDITION complies with all of the conditions attached to the Premises Licence in relation to the Function Room. Events which take place there are pre-booked with the hotel and I

exhibit at **DP/01** price lists for use of the function room. All of the events that take place in the function room are guest list only and I exhibit as DP/02 two examples of guest lists from events held in the Function Room. It is not an allegation that forms part of the Application for Review but I can confirm that the Function Room is accessed via the Lobby at all times.

10. One of the allegations that is levelled at the Premises Licence Holder is that the Function Room is used as a nightclub. This is not the case. As mentioned previously, events are always privately pre-booked in accordance with the Premises Licence. I would also refer the sub-committee to the following events which took place in the Function Room between January 2015 and September 2015, which could absolutely not be characterised as “nightclub” events:

- 11<sup>th</sup> Jan – Pretty Green Mens Fashion week Presentation
- 26<sup>th</sup> Jan - Meeting for AT Kearney
- 27<sup>th</sup> Jan – Yoga Session and launch for ‘Love Beets’
- 1<sup>st</sup> Feb – Staff Xmas Party for Mews of Mayfair
- 2<sup>nd</sup> Feb - Meeting for AT Kearney
- 3<sup>rd</sup> Feb – Listening Party for XL Recs
- 5<sup>th</sup> Feb – Egencia Meeting
- 9<sup>th</sup> Feb – 12<sup>th</sup> Feb – 2 Squared showroom
- 4<sup>th</sup> Mar – Zibrant Meeting
- 11<sup>th</sup> Mar – Unilever Event
- 12<sup>th</sup> Mar – Facebook Meeting
- 24<sup>th</sup> Mar – Nike Meeting
- 31<sup>st</sup> Mar – Screening for Roundel
- 2<sup>nd</sup> Apr – Puss Puss Magazine Launch

- 13<sup>th</sup> Apr – AT Kearney Meeting
- 15<sup>th</sup> Apr – Virgin Meeting
- 19<sup>th</sup> Apr – 23<sup>rd</sup> – Spies & Sprechen Internal Marriott training
- 25<sup>th</sup> Apr – 27<sup>th</sup> Apr – House of Voga Session
- 10<sup>th</sup> Jun – Cancer Research UK Event
- 11<sup>th</sup> Jun – Roche Meeting
- 13<sup>th</sup> Jun – House of Voga Session
- 17<sup>th</sup> Jun – Virgin Atlantic Meeting
- 23<sup>rd</sup> Jun – Vinyl Factory Event
- 24<sup>th</sup> Jun – Photo Shoot

11. I would also refer the sub-committee to the records of numbers attending the Function Room as evidence that it is not a nightclub. Those records can be found within the nightlife summaries exhibited to Mr Perkins witness statement. For example, on 20 March 2015 there were a maximum of 52 people in the Function Room. 20 March 2015 was a Friday night. More recently on 12 June 2015, there were a maximum of 124 people in the Function Room. Again, 12 June 2015 was a Friday night.
12. I exhibit as DP/03 a procedure note that I drafted regarding patrons exiting the Function Room.

**Mr Zafar Khalid**

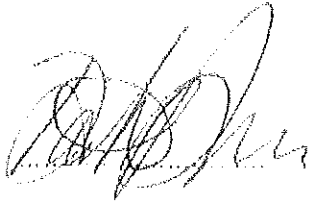
13. I have read the Application for Review of the Premises Licence. I have also read Mr Perkin's witness statement which deals with the specific incidents referred to therein. I concur with the views expressed by Mr Perkins.
14. I have had numerous dealing with the Applicant. I am the recipient of the text messages sent by the Applicant.

15. I have always found the Applicant to be courteous in his complaints, but I would reiterate the point made by Mr Perkins that it is commonplace in the hospitality, and certainly the hotel industry, to make an apology to an unsatisfied individual even where it is not entirely clear what the apology is for. I have been involved in the review of the London EDITION's evidence following receipt of the Application for Review. Having reviewed the evidence I share Mr Perkin's view that many of the incidents attributed to the London EDITION hotel were not, in fact, attributable to the London EDITION hotel by virtue of the fact that they were caused by members of the public, or traffic that was not in any way connected with the London EDITION hotel or any of the events taking place in the Function Room. Where incidents were attributable to the London EDITION hotel they are properly recorded in the nightlife summaries as exhibited by Mr Perkins.

**Summary of steps taken by the London EDITION hotel**

16. I commend to the sub-committee the list of steps taken by the London EDITION hotel set out within Mr Perkin's witness statement. I was party to, and heavily involved in, the implementation of many of the proactive steps taken by the London EDITION hotel before and during the Application for Review.
17. I understand that the London EDITION have decided to reconceptualise the Function Room. I am saddened by this as I think the Function Room was an excellent and well managed space.
18. I understand in the new concept for the Function Room, is a food-led cocktail venue as described within Mr Perkin's witness statement.

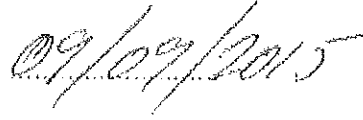
I believe the facts in the above statement to be true.



Mr Dominik Prosser

Function Room Events Manager

The London EDITION Hotel



Date

**BASEMENT PRICING FOR EVENTS**

**Daytime room hire of £2000, with consumables on top.**

**Monday through to Sunday - 8am-6pm**

For the hire fee the set staffing level is;

1 manager, 2 barmen, 1 waiting staff, 2 bar backs, 1 host

Any additional staff at £15 per hour per staff member

Door picker at £150

Any security required are charged at £25 per hour

Any technical support required; £200 starting fee for lighting and starting £200 for sound/dj

**Evening room hire of £2000, with a minimum spend of £6000, or £8000 total**

**Monday through to Wednesday - 7pm-1am**

Thursday through to Sunday are regular BASEMENT events and are not to be moved for private hires.

For the hire fee the set staffing level is;

1 manager, 3 barmen, 2 waiting staff, 2 bar backs, 1 host

Any additional staff at £15 per hour per staff member

Door picker at £150

Any security required are charged at £25 per hour

Any technical support required; £200 starting fee for lighting and starting £200 for sound/dj

Any additional AV or event related catering equipment required is to be charged to the client.

**All clients will agree to T's & C's, in regards to social media and any other external promotion of the event, pre or post.**

**The final sign off on any event is to be finalised by the Hotel Manager and Director of Bars.**

Events Budget & Pricing 2015

Quarter	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Charger Total	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00	£170,388.00
DR Hire	£46,180.00	£50,113.00	£48,150.00	£45,120.00	£45,120.00	£71,100.00	£31,151.00	£13,149.00	£65,180.00	£72,000.00	£54,016.00	£70,000.00
Event Hire	£42,470.25	£30,722.70	£34,250.25	£41,589.93	£37,725.79	£54,421.01	£25,180.28	£4,786.50	£57,981.88	£51,882.01	£66,424.33	£49,339.32
LY Accrues												

STUDIO 1/DR	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sept		Oct		Nov		Dec	
	High	Med	High	Med	Low/Mid	Med	High	Med	High	Med	High	Low	Med	High	Low	Med	High	Med	High	Med	High	Med	High	
DR Hire	£750-£800	£700-£750	£850-£1000	£850-£1000	£500-£550	£550-£750	£700-£800	£700-£800	£750-£800	£750-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800
1/2 Day Room Hire	£500-£700	£500-£650	£400-£550	£400-£550	£200-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400
Evening Dining Hire	£400-£500	£300-£400	£200-£400	£200-£400	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200

STUDIO 2	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sept		Oct		Nov		Dec	
	High	Med	High	Med	Low	Med	High	Med	High	Med	High	Low	Med	High	Low	Med	High	Med	High	Med	High	Med	High	
DR Hire	£900-£1000	£800-£900	£700-£800	£700-£800	£500-£600	£600-£700	£700-£800	£700-£800	£750-£800	£750-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800	£700-£800
Room Hire	£300-£1000	£300-£1000	£200-£1000	£200-£1000	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200	£100-£200
1/2 Day Room Hire	£750-£850	£700-£800	£600-£700	£600-£700	£400-£500	£500-£600	£600-£700	£600-£700	£650-£700	£650-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700	£600-£700
Dining Hire	£550-£650	£500-£600	£400-£500	£400-£500	£200-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400	£300-£400

BASEMENT	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sept		Oct		Nov		Dec	
	Low/Med	High	Low	High	Low	High	Low	High	Low	High	Low	High	Low	High	Low	High	Low	High	Low	High	Low	High	Med/High	
Day Hire (From 10am to 4pm)	£1000-£1500	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000-£1200	
Evening Hire AND Min Spend	£1000-£1500	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000	£2000	£1000-£1200	
Day Hire (From 4pm to 10pm)	£1000		£1000		£1000		£1000		£1000		£1000		£1000		£1000		£1000		£1000		£1000		£1000	£500-£500
Evening Min Spend	£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000	£500-£500
Evening Min Spend	£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000		£2000	£500-£500

Additional Items	Price
Flip Chart	£25 per chart
LCD Projector & Screen	£100
Conference Phone	£50
Podium	£50

DR PACKAGE INCLUDES:
3 X Coffee Breaks
Unlimited still/sparkling water
Chairs on the table
Flora on the table
Lunch Buffet (£20 more if in restaurant)
Soft drinks at lunch ONLY
Meeting Room Hire
Use of 1 Flip Chart
Use of LCD Projector/Plasma
Free Wifi
VAT and Service Included



Aaron Carlo  
Aaron Johnson  
Adam harris Allwood  
Adam Marc Kelly + 4  
AidenMcCarney  
Alberto Battaglia  
Alberto Comai  
Alessandro Nunziata  
Alex Collins + 1  
Alex Eugenio  
Alex Glover  
Alex Harrison  
Alex Lawrence-Archer  
Alun Davies + 1  
Andre Alexi Hooker + 1  
Andrew Echatti + 1  
Andy Fisher + 1  
Anton Douglas + 1  
Austen Smart  
Benjamin Jarvis  
Bradley Ramirez  
Byron Lewis  
Carl Marshall +2  
Caroline Issa plus 1  
Charlie Herman + 3  
Charlie Mathews  
Cheryl Phillpot + party  
Chester Hayes  
Claire Berry + 1  
Crispin Vaughan  
Dafydd Williams  
Dan Gillespie Sells  
Dan Gillespie Sells  
Daniel Kidner  
Daniel McMillen + 1,  
Daniel Torres + 1  
David Carlo  
David Dunan  
Declan Sheils  
Dinah Luxe  
Edu Torres  
Edward Thorn + 3  
EXPOSURE LIST ( 20 / 30 people )  
Fabrizzio Spindola  
Fazim  
Federico Perocco  
Fernando Klimt + 1,  
Fiona Mackay plus 3

**Fred Musik**  
**Geoffrey Finch**  
**George Nicholls**  
**George oxby**  
**Georgina Graham**  
**Georgina Leopordova**  
**Ginta Gelvan + 4**  
**Giuseppe Fraterrigo + 1**  
**Graham Cruz**  
**Heather Falconer + 3**  
**Henderson McCue + 4**  
**Howard Mollet + 1**  
**Hugh stevenson + 1**  
**Ian Hundley**  
**Jack Harvall**  
**James Balenciage + 2**  
**James Phillips**  
**Jamie Morgan + 6**  
**Jamie Reid**  
**Jay Barry Mathews**  
**Jean Francois Leonel**  
**Jenny batset + 2**  
**Jenny Ericson,**  
**Jermaine Amapoah + 1**  
**Jim Warboy**  
**Joceline Gabriel plus 1**  
**Joey Davison + 1**  
**Jonathon Bestley**  
**Jono Kitchens + 2**  
**Joseph Icaro + 1**  
**Josh Newie-Smith+1**  
**Josh You Are + 2**  
**Karl Maier**  
**Kassandra Powell + 5**  
**Lara Bohinc plus 1**  
**Lewis Burton + 1**  
**Lisa Hogdahl,**  
**Louby McLoughin**  
**Louie Banks**  
**Louisa Brown**  
**Luke Donington +1**  
**Luke Rainey + 1**  
**Malachy McAnenny**  
**Malin Lovestedt,**  
**Marc Jordan**  
**Margaret Crow**  
**Mark Ashley Dupe + 3**  
**Mark Feehily + 2**

Markos Riko  
Marsio Bellizzi + 1  
Martin Llanos  
Matthew Eades  
Matthew Legg  
Matthias Rhulmann + 1  
Max Goldman  
Max Goldman + 1  
MC gaff E  
Mehrnoosh Kadavi plus 1  
Mery Zonta  
Mikey Abegunde + 2  
Mikey Woodbridge +1  
Milly McMahon  
Namalee Bolle plus 1  
Nan Atichatpong  
Naomi Parry + 1  
Natalie Alexander,  
Neil Shah + 1  
Nicolás Machuca + 1  
Nigel Stewart  
Odran Doherty  
Oly Innes + 2  
Paul Jerome Anderson + 1  
Paul Khullar  
Piotr Włodarczyk  
Rachid boumnijel + 1  
Rafael Pulido + 1  
Raja  
Rebecca Manley  
Rich Sice  
Richard Massey+1  
Richard Nicoll  
Rob Littlestone  
Rosa Safiah-Connel  
Rosie Vogel  
Rufus Wainwright  
Sarah Sanders  
Sarai Harvey- Smith  
Sergio Valentini + 1  
Sofya Ulrich + 1  
Spencer Clarke  
Stevie King  
the Beast  
Theodora Karakasi + Party  
They will reference Exposure / Maneeze / andy / debs  
Thiago Rumen  
Thomas Bork + 1

**Tiffany Coppersmith Heaven ,  
Tim Millward  
Titus Groan + 1  
Tschaun Andrews  
Ugo Sabatino + 1,  
Ursula Snakes + 1  
Valerie  
Vanessa Coyle +1  
Victoria Paetz,  
Zachery + 1**

## HOUSE

Abbas Kiarostami  
 Adam Rowe  
 Aiah Fasuluku  
 Aimy Aginnie  
 Alex Gibbons  
 Amirsaman Motia  
 Amy Slater  
 Andrew Armstrong  
 Annika Shub  
 Arsenio Lima  
 Arshan Kakavand  
 Ashton Cyrus  
 Ashwak Dadey  
 Ben Day  
 Bidisha Datta  
 Brandon walsh Alexander  
 brett Barnard  
 Burcin, Fox Home Entertainment  
 Caroline Allen  
 Charlotte Rose  
 Chloe Patterson  
 Claire Lockwood  
 Clare Gorry  
 Dani El-Zein  
 Danyah Aumeed  
 Devin Milan  
 Ehsan Bhayat  
 Fatima Ali  
 Felicity Kay  
 Finn Love  
 Georgie Green  
 Giulia Sebregondi  
 Gok Kumar  
 Hala Ali  
 Harriet Turney +party  
 Isabel Buruma  
 Jackie Rennie  
 Jennifer Akoto  
 Jennifer Akoto  
 Jenny Luan  
 Jo Los  
 Joanna Bennet

## East Creative

Aaron Johnson + 10  
 Adele Roberts + 3  
 Alex Bright + 1  
 Alex Jenkins  
 Ami Carmine  
 Andrea Lilly  
 Annabel Wilson + 2  
 Asher Charman  
 Bari Khalique  
 Bernie Beyen  
 Bex Fairbrother  
 Brooklyn Rose + 5  
 Camilla Doyle  
 Carly Wilford + 5  
 Cassandra Mills + 2  
 Cott Trindle  
 Chantelle Dusette + 3  
 Charlie Dyer  
 Charlie Wood  
 Charlotte Flew  
 Cliff Joannau + 1  
 Cliff Joannouh + 1  
 Dan Gilespe Sells+1  
 Daniel French  
 Danielle Perry + 1  
 Danielle Swift  
 Danny O'Donnell +2  
 Darren Jones  
 Disnay Chanel + 5  
 Edd Barker  
 Eliza Frost  
 Elliott Morgan  
 Emma Houston + 1  
 Fin Love + 1  
 Gemma Cairney + 1  
 Ginger Johnson +1  
 Graham Cruz + 2  
 Hannah Lamden + 4  
 Harriet Forte  
 Heather Falconer  
 Helena Bradbury  
 ilan Evans

Jordan Blake.  
Judy Rennie  
Karen Murphy  
Kasra Ahmadijad  
Katya Drummond  
Kiki Kaur  
Kourosh Daraei  
Lawrence cornes  
Lawrence Hafez Al- Sayed  
Lawrence Hector  
Mahyar Pakyar  
Maria Barratt  
Marius Munteau + Shamir  
Mason Callum ellis  
Max Rayner  
Mi-kyl Istakei Lomar  
Milaad Rajai  
Mohamed Jama  
Nana Amoah Boateng  
Naomi Hall  
Navid Kakavand  
Nick London +2  
Paulet Rennie  
Pourya Salimbayat  
Reza Rezaei  
Rifat Khan  
Ritesh Patel  
Roger Ramirez  
Rooz Danesh  
Roses Gabor  
Rupa Chikhal  
Sabah Khan  
Saina Motia  
Sara Williams +party  
Sasha Phillips  
Shayan Motia  
Sian Mirchandani  
Sian Mirchandani + 1  
Sully Sultan  
Theo Hunte  
Vikram Mudhar + 5  
Wesley Gentle  
Yussef Bictash

Jacob Mallinson Bird + 3  
James Connor + 1  
James Wade + 3  
Jamie Abbott + 3  
Jamie Maguire + 5  
Jay Matthews  
Jennie Fagerstrom + 1  
Jess Keeley Carter  
Jet Sharp + 1  
Joey Joseph + 2  
Jonathan Bestley + 8  
Jonjo Jury + 5  
Joshua James + 4  
Kat Hartigan  
Kate Holderness  
Killa Kela  
Laura Shovlin +2  
Lauren Isaac  
Lizzie Butler  
Louie Banks + 3  
Louise Spence  
Lucy Jones + 2  
Luis Martin  
Marc Knight  
Mark Dale+ 1  
Mark Dawson + 1  
Matt Garner  
Matt Newton  
Matt Wonnacott  
Maurizio Pergher Von Trapp + 1  
Megan Finola  
Mikey Woodbridge + 2  
Nick Pahl  
Oscar Jackson  
Polly Checker  
Rahul Bhatt + 2  
Rod Thomas + 2  
Rodent Decay  
Sarah Butler  
Sarah Ferrari  
Scott Trindle  
Shane Konno + 1  
Simon Bright + 1  
Simon Isles

### External Guest Management Procedure for Basement

This is intended as a guide for successful management of Basement guests. The intention is always to provide a safe atmosphere for guests and co-workers and a peaceful night for residents of the hotel and in the local area.

1. **SETUP** – Using ropes and posts ensure there is a distinct smoking area outside the hotel on the left between the front entrance and Berners Tavern (BT) entrance. On the opposite side build a queue area. Make sure that both areas cover less than 50% of the width of the pavement. Make sure signs are in place saying QUIET ZONE.
2. **OPENING** – After briefing in Basement communicate all relevant information to Bellmen and Blue Threat security on the door.
3. **SECURITY POSITIONS** – As the Basement opens have all security in position. Set positions are : Corner Eastcastle st, Front Door, Stairs, Cloakroom. Use rotation system if necessary but make sure all four positions are covered if not by security then management.
4. **QUEUE** – If a queue builds up communicate with them constantly on the status of the event, how long they will have to wait, no drinking in the queue policy and most importantly to keep the noise to a minimum. Do not let the queue get too long, if there are more people in the queue than spaces in the club close the queue
5. **SMOKING AREA** - As people come through the lobby to smoke direct them to stand inside the smoking area. Alert security inside the hotel if the smoking area becomes too full. The smoking area holds between 15 and 25 people. Alert guests leaving Basement that they wont be able to smoke until the area is clear. When the pavement becomes too littered sweep up. When guests spill onto the street move them back into the area. Close the smoking area for Basement guests 30min before curfew. Most importantly don't let the smoking area become noisy. Use the right to refuse entry if guests are consistently too loud and belligerent.
6. **DISPERSAL** – Always consult with the manager on duty regarding closing times and dispersal positions. Decide with the manager whether or not to use the second exit. 10mins before curfew place all security in position. Radio control with 5min to go and ask for assistance if necessary. Do not herd guests out of Basement immediately allow them 10min of wind down after music stops. Don't let cloakroom queue build up into lobby, allow guests to wait in Basement. Thank every person on the way out and ask them to be quiet for the benefit of neighbours. Once Basement empties out move unnecessary positions to the front of the hotel. Do not let guests congregate on Eastcastle or Berners St. Usher all guests away from hotel perimeter. If guests are waiting for cabs inform them they can wait inside the lobby. Do not let cabs tote for business outside the hotel, use TFL wording as a deterrent to cab totes. Most importantly don't allow groups to make noise or carry on loudly within hotel perimeter. All security should be present outside hotel as event finishes. Once all groups have left the area security team can break.

### **Adverse situations with and reactions from Guests**

Unfortunately at some point all security personnel have to deal with troublesome guests and people causing a nuisance. The intention is of course to try and foresee problems and develop systems that prevent nuisance. The following points are suggested as a way of helping deal with situations and mitigate their adverse effect.

1. **VERBAGE** – Have wording ready for all recurrent issues. ‘Please keep noise to a minimum as you are entering a residential area’.
2. **LISTEN** – Always listen through a guests complaint. Most of the time they only want to be heard and will leave once satisfied you have understood their complaint
3. **COLEAGUES** – Always use your colleagues to help diffuse a situation. Hotel management can provide an effective voice for disgruntled guests. A second person can also corroborate your position and version of events.
4. **RIGHT OF REFUSAL** – You are empowered to refuse someone entry or re-entry if they are causing a nuisance. The hotel is private property and we reserve the right to refuse entry.
5. **HOUSE SECURITY** – Call on house security to record any pertinent events on CCTV.
6. **LOGS** – Logging all activity whether caused by hotel guests or not and however innocuous can and often does prove vital in dealing with issues after the fact and more often than not absolves the security of blame.

Dominik Prosser

Basement HOD

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