

Discharge 16: prior to first use of rooftop restaurant and rooftop external areas

Prior to the first use and occupation of the proposed rooftop restaurant and proposed rooftop external areas, a detailed management strategy that includes information on how the proposed external areas would be managed in terms of potential noise and disturbance, additional movement and activity, security and litter dispersing of guests at closing time shall be submitted to and approved in writing by the City Council as local planning authority. The details of the approved scheme shall be implemented as part of the development and shall remain in situ whilst the use or development is in operation.

Reason - To ensure an acceptable development, and in the interests of residential amenity, pursuant to policy DM1 of the Core Strategy.

Bruntwood & Climat Management Strategy

Management of Noise and Disturbance

- Climate will deal with noise complaints initially with the offending party, asking them to lower the level of noise. If this doesn't work, the Duty Manager will proceed to remove the party from the site by asking politely. If this still doesn't work, the police will be notified and called to attend to the problem. The offending party will consequently be barred and refused entry in future. If the problem persists and a pattern of behaviour seems to emerge in certain areas of the restaurant or at certain times, we will explore different ways in which we can eradicate the issues to prevent future disturbances. This may include limiting numbers at certain times and not permitting larger group sizes.
- Climat will ensure they have an internal escalation process to deal with any noise disturbances reported during their hours of operation. Climat should adhere to all stipulations in their licence to ensure that noise complaints are dealt with in an appropriate manner
- Signage should be in place on the external roof areas reminding customers to be respectful of the building's neighbours at all times with regards to noise.
- A log should be kept of any complaints or disturbances and fed back to Bruntwood the following day.
- Climat staff should place a notice that is visible for people leaving the venue asking them to be respectful of local residents when leaving the building.
- Climat staff should make sure that customers don't leave the venue before sealing any take out alcohol at the end of the evening
- Climat staff shall monitor customers outside the premises on a regular basis and ensure patrons do not cause a noise nuisance.
- Climate will ensure there will be no speakers, music or amplification of any kind in the external areas (terrace and restaurant). Bruntwood will ensure the same for any events held on the roof terrace.
- Provide more detail to explain what the procedure is for dealing with noise problems from customers / what actions are to be taken? Investigation of any noise complaints will be carried out immediately by the Duty Manager at Climat. If the issue can be identified this will be dealt with in the appropriate manner and

a log of the disturbance will be made by the Climat Duty Manager. If the noise problem is being caused by a customer(s) this will be addressed by the onsite Climat team.

Sale of Alcohol

- External Roof Terrace

Sale by retail of alcohol							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	11:00	11:00	11:00	11:00	11:00	11:00	11:00
Finish	23:00	23:00	23:00	23:00	23:00	23:00	23:00
The sale of alcohol is licensed for consumption both on and off the premises.							
Seasonal Variations and Non standard Timings							
None							

- Internal Roof

Sale by retail of alcohol							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	11:00	11:00	11:00	11:00	11:00	11:00	11:00
Finish	00:00	00:00	00:00	00:00	00:00	00:00	23:00
The sale of alcohol is licensed for consumption both on and off the premises.							
Seasonal variations and Non standard Timings							
Bank Holidays 11:00 to 23:00							

Movement, Activity, Events & Closing Operations

- Climat won't hold or host any events or other activity outside of the licensed hours on the terrace or external areas of Blackfriars House
- The external terrace area as part of Climat's demise will have a capacity of 30 persons, all of whom must be seated at a table.
- The full occupancy of the roof top both internal and external is 121 people.
- Bruntwood will make sure they liaise with Climat should Bruntwood ever hold any roof events after office hours (or any other peak trade hours for Climat) These will be kept to an absolute minimum and will always be communicated and agreed with Climat in advance.
- The Bruntwood area of the roof will be closed to customers at 5:30pm each evening, and all day on Saturday and Sunday via automatic access control (unless for a specific event as mentioned above)
- In the event of a small number of people being left on the Bruntwood roof when it closes at 5:30pm they will be asked to exit via the Climat space and make sure Climat are aware of their presence for occupancy reasons.
- Climat should check all areas of the roof as part of their close down procedures to make sure everyone has left safely.
- The section regarding occasional external events out of hours needs to be amended. There shall be no activity or use of the external terrace outside of the approved hours and confirmation that events will not include any amplified speech, music or external speakers. Some clarification on what is meant by events may help? 'After office hours' refers to 8:30am - 5:30pm Monday to Friday. Not after licensed hours for the purpose of

this document. We would never hold any events outside of licensed hours, and would always adhere to the amplified speech, music and external speaker clause.

- Climat will utilise a booking system to manage table covers and overall capacity. Any available seating can be filled by walk-in trade with our booking system being updated to reflect this as the day progresses. There will be no provision for standing, meaning if there's a person on every seat then Climat will not accept more footfall until seats have been made available.

Security

- Climat should conform to any stipulations in the licensing around door security requirements onsite.
- Climat and their customers shouldn't access any areas in the building not needed for either the operation of the restaurant or for Climat's staff wellbeing (such as showers and bicycle parking). Specifically, no Climat customers should use the main office floors or any associated amenity, ground floor lounge areas or any Bruntwood back of house areas.
- In relation to the above, any Climat customers who want to use the main staircase instead of the Climat lift should be supervised, or a system should be in place to make sure they don't access other areas of the building out of hours. Giving directions to the 7th floor and greeting them there would be acceptable.
- All external doors to be checked in the evening to make sure they are correctly closed and locked.

Litter

- Climat should make sure the immediate area outside of the building is kept tidy at all times when Bruntwood team members are not onsite.
- Litter on the roof should be cleared at the end of each evening to make sure nothing blows off the roof in bad weather.
- No litter should be left in the internal areas of the building used by Climat to take their customers to the rooftop space. Namely access corridors, lifts and stairs.

Restaurant Waste Management

- Climat are able to use the main internal bin store area for their own bins. Quantity, bin types, and frequency of pickups to be confirmed by Bruntwood Customer Operations Manager.
- A system to agree safe transfer of waste from the roof to the main internal bin store will be agreed by all parties.
- Any waste management that could cause noise disturbance (tipping glass into containers etc) should be avoided outside of the main licenced hours.
- Any tipping of liquid/ice should be done in the appropriate manner and not down the main street drains outside of the building.
- No waste should be left bagged outside of the building at any time.