

Operation and management plan for the rear enclosed courtyard at :

The Grey Horse, 80 Portland St, Manchester M1 4GX

Prepared by MGI (Agent) acting on behalf of Hydes Brewery Ltd (Owner)

<u>Areas requiring operational management</u>
1. Operating hours of rear courtyard 2. Anti Social Behaviour 3. Noise Levels 4. Litter

<u>Operating hours of rear courtyard</u>
1. 10am – 2am 7 days a week, in line with current operational hours on the current premises licence.

<u>Anti Social Behaviour</u>
<u>What are the risks?</u> 1. Vandalism 2. persistent noise 3. drug-related activity 4. and abusive or threatening behaviour <u>How are these risks to be managed?</u> 1. Site operates a policy of zero tolerance on Anti-social behaviour within the pub interior and rear yard. The same policy will extend to the rear courtyard following completion of the development. 2. Site operates a zero policy on drugs. Anyone found to be using or dealing drugs will be ejected and barred from the site, and reported to the police. 3. Any customers exhibiting abusive or threatening behaviour will be ejected and barred from the site, and reported to the police. 4. Any customers exhibiting any other anti-social behaviour will receive 1 warning. Further instances of anti-social behaviour will result in those customers being barred from site. 5. An external CCTV camera will monitor the external area connected to the existing CCTV system. DVR to maintain min 28 day recordings. 6. Our contact details : Chris Rankin (Manager) – 07411317405

<u>Noise Levels</u>
<u>What are the noise risks?</u> 1. Noise Generated by TV located in rear courtyard 2. General chatter from customers utilising the rear courtyard <u>How are these risks to be managed?</u> 1. Rear courtyard will be used under operational hours indicated in section 1 above. Anti-social noise is typically defined as noise between the hours of 11pm and 7am. 2. External tv level will be kept low throughout operating hours. Anti-social noise is typically defined as either:-

- A) Noise above 34 dBA is considered a breach if the background noise is less than 24 dBA.
- B) If background noise is already over 24 dBA, noise is considered a breach if it is more than 10 dBA above that background level.

However these levels are typically only applicable between the hours of 11pm and 7am. The TV will be turned off at 11pm at the latest, and will not be utilised between the hours of 11pm and 2am.

3. Customers will be advised to keep noise levels low after 11pm and will be managed under the site`s overall Anti-social behaviour policy. Repeat offenders will be ejected from site and barred.
4. As the site is situated within Manchester city centre (a proud supporter of the nighttime economy), backs onto China Town, is in close proximity to busy traffic routes and numerous other hospitality venues it is considered that background noise levels already exceed 24dba. Therefore the introduction of a single external TV or general chatter from customers will not increase the noise level to an anti-social level.

Litter

What are the Risks?

1. Litter generated by customers including crisp packets, cigarette butts etc

How are these risks to be managed?

1. Courtyard is fully enclosed so any litter generated will remain solely within site demise
2. 2no. Cigarette bins will be provided within courtyard
3. 1no. rubbish bin will be provided within courtyard
4. Daily cleaning of courtyard will be undertaken by staff to ensure any litter generated by customers, that does not get deposited within cigarette and rubbish bins provided, will be cleaned every morning prior to the site re-opening for trade.