

APPENDIX D

12th September, 2018

To Whom It May Concern;

RE: The Lighthouse Venue, 254 - 270 Camberwell Road, Camberwell SE5 0DP
Application Number 864215

We made the above formal application (864215) to the Council for:

-  **Performance of Plays** (Indoor and Outdoors in an Inflatable structure in the car park)
11:00hrs - 23:00hrs; Monday - Thursday, Sunday; 11:00hrs - 23:30hrs on Friday & Saturday
-  **An exhibition of a film** (Indoor and Outdoors in an Inflatable structure in the car park)
17:00hrs - 00:00hrs; 7 days a week
-  **Indoor Sporting Events**
17:00hrs - 00:00hrs; 7 days a week
-  **Boxing or Wrestling Entertainment**
13:00hrs - 00:00hrs; Monday - Saturday 19:00hrs - 00:00hrs on Sunday
-  **Live music** (Indoor and Outdoors in an Inflatable structure in the car park)
13:00hrs - 23:00hrs; Monday - Saturday and 19:00hrs - 23:00hrs hours on Sunday
-  **Playing of recorded music** (Indoor and Outdoors in an Inflatable structure in the car park) -
13:00 - 23:00 Monday - Saturday and 19:00 - 23:00 hours on Sunday
-  **Performance of dance** (Indoor and Outdoors in an Inflatable structure in the car park)
17:00hrs - 23:00hrs; 7 days a week
-  Anything of a similar description to that falling within (e), (f) or (g) (Indoor and Outdoors in an Inflatable structure in the car park)
11:00hrs - 00:00hrs; Monday - Saturday and 18:00hrs - 00:00hrs hours on Sunday
-  **Late Night refreshment** (Outdoors in an Inflatable structure in the car park 23:00)
Friday & Saturday 23:00hrs - 00:00hrs

As a result of this application, a number of objections have been raised and sent to us from our neighbors next door and some officials in the council.

We would like to address and bring some clarity these issues:

Outdoor Space / Events (Inflatable Dome Structures)

Our initial application included the use of the outdoor spaces in our car park, located behind the building. Our initial intention was to be able to hold certain small bespoke events in a mobile inflatable dome structure.

This part of the application will not be pursued any longer.

Opening Times and Events Scheduling

As a premises, we hold the permit for Class D1 and D2 purposes (Place of Worship and Entertainment).

Our current office operating hours as a place of worship are:

*Monday - Friday: **11am - 7pm** (except on internal and public holidays)*

Service Times:

- *Mondays: **6am - 7:30am***

(9am on Bank Holidays - Noise Levels are minimum - small group meeting)

- *Mondays: **6:30pm - 9:30pm***

(Choir Rehearsals - Noise Levels are minimum)

- *Wednesdays: **6:30pm - 9:30pm***

(Bible Study - Music / Noise Levels are minimum - small group meeting)

- *Fridays: **6:30pm - 10:30pm***

(Choir Rehearsals, except the days we have vigils, which will end at 2am and are usually on the first Friday of every month)

- *Sundays: **8am - 6pm***

(There are 3 services, 9am, 12pm, 3pm which serves as the main service times of the Church).

With respect to the scheduling of activities during the service, live music is rarely played for more than 40mins at a stretch during any service within the service times stated above.

External Events

As a Venue, the events that are held in the venue are usually subject to availability at the venue. Each event held or hosted at the venue undergoes a number of checks and risk assessments to determine whether or not the Venue will be happy to hold the event or not; bearing in mind the nature, purpose, acts and most of all the audience/crowd the event will attract.

We are currently going through this process systematically, as we are more keen to hold more corporate and low risk events as opposed to ones that could be deemed high risk or problematic for both the venue and our neighbours.

This is to also confirm that the Venue **is not** planning to hold events everyday of the week, or have live/recorded music played throughout the opening hours in a day, as external events would only be held subject to availability at the venue.

Bank Holiday

The Church normally holds a service a prayer meeting on Bank Holiday mornings for members who cannot attend the regular Monday prayer meetings, this runs between 7am and 9am.

During events being held in the venue, the music (live and recorded) levels are **never** played beyond 75db - 80db, depending on the nature of music being played.

The major concern, which we have been made aware of and are dealing with is the bass (low frequency) resonance that occurs throughout the entire building when live or recorded music is being played.

Currently:

- ☑ We have been working closely with a professional AV company (who have serviced our venues for over 15years) to redesign our sound system ignored to contain majority of the sound (music and speeches) within the building.
- ☑ We are checking, replacing or re-enforcing each door that leads to the emergency exits of the building, close to the neighboring buildings to make sure that they are acoustically sound-proofing and help to contain most of the sound within the venue.
- ☑ Also, we now have a policy that ensures that these doors are kept closed when music (recorded or live) is being played and mainly used for emergency purposes or as and when needed.
- ☑ We are also looking to replace or repair faulty windows that could also be source of sound leakage into neighboring buildings.

During one of the complaints being made, one of the member of staff did accompany one of our neighbours to their home right next to the building. This neighbours flat is directly beside the wall that borders the new development and the Venue.

The level of "noise" that could be heard coming from the Venue (recorded music and people speaking) in comparison to the amount that was stated in the complaints received could be deemed exaggerated.

On a scale of 1 - 10, you could barely hear the music clearer than a level 3.5, with was was most audible was the low frequencies (bass) which was later reduced drastically after the complaint was made.

You would get a clearer and distinctive "noise" levels from the pub next door from the chatter and live music being played.

For other external events being held at the venue, we are aiming to have live or recorded music being turned off or brought to a minimal level by 23:00hrs moving forward.

Crowd Control

As a place of worship and also a venue, we do encourage all attendees to the venue to be mindful of our neighbours before, during and after any event held in the venue.

We are introducing new crowd control measures which will include crowd marshals that would be responsible for ensuring that the crowd is swiftly dispersed after each event and there is minimal noise or disruptions to the neighbourhood.

The crowd control marshals would work hand in hand with the security staff during and after each event to maintain and keep external noise levels down to the barest minimum possible.

Notification and Communication

For non regular scheduled events (held by the Church), there are posters that detail the date and times of these events, when they occur at the main entrance of the building.

We are also looking to communicate any of these events (whether being held by the Church or by clients who use the Venue) to our neighbours where and when necessary, as it may affect or may not affect them with respect to music/sound/noise levels during these events.

Mess / General Cleanliness

A concern/complaint was also made regarding some odour that came from some cooking/ barbecuing that was done over the bank holiday period in August.

We do not usually use the space that exists between the venue and the neighbouring building for catering purposes.

The venue's main kitchen facility was under refurbishment at that time, hence the reason why the 'cooking' was carried out. During the summer times, all barbecuing activities are carried out in the car park area, usually far away from the areas close to our neighbours' buildings.

The activities/events that require external cooking (barbecuing) are the ones the Church organizes for both the community and its members and this is usually during the summer period, not all year long.

Also, regarding the cleanliness of the surrounding areas of the venue (the main entrance and side streets), we have both internal and contracted cleaning services that ensure that the venue and its surroundings are kept clean after each use/event held at the venue.

Our bins are always collected on time and schedule every week and during the times there are extra events, we do schedule extra collection of all rubbish with the bin collection service where and when necessary.

Recent Events

With respect to recent events that were held at the Venue during the summer season in August to be precise, a number of issues already mentioned above were raised by our neighbours: music, noise from attendees at the venue, cooking etc.

We would like to reiterate the following:

- ☑ Some of these events are seasonal; they are mainly held during the summer periods
- ☑ Some of these events are not just for the Church; they are open to the local community e.g. the soup kitchen (every Wednesday), the Family Fun Day and the Youth Week.
- ☑ The Lighthouse **does not** play loud music till late everyday including Sundays. At most, during internal or external events, live or recorded music is played 30-40mins max, at one go, during the Church services. This largely applies to other events that are held in the Venue.
- ☑ Since the very first complaint made regarding the noise levels, we have consistently ensured that all doors that lead to our neighbours areas are kept closed during the playback or live play of live music and we keep in regular contact with the neighbours to make sure that they do not experience any unwanted noise.

- ☑ Gathering outside the venue during and after events at the Lighthouse is regularly managed by the security teams, though this also coincides with those who need to use the public transport system and wait for their buses to arrive.
- ☑ We often encourage guests to carry out their conversations using the reception areas or the back half of the main hall, as this area has specifically been sectioned off for this main purpose.
- ☑ There is never one instance when the Venue has large crowds of people loitering outside the venue. Guests queueing for entrance during events are usually managed and controlled using crowd control barriers that are laid out round the building, very close to the Venue's walls, with little or no disruption to the flow of traffic (whether cars, bicycles or pedestrians).

Alcohol

For events that are held in the Venue which have the use (free or sale) of alcohol in them, we have very strict policies that we abide by during these events.

The sale or distribution of alcohol is usually restricted to certain areas depending on the number of guests the event is catering to.

We ensure that these events have the required amount and more of both security and crowd control staff on hand, who maintain order when and if necessary.

With regards to the current application, the nature of events that the venue will look to entertain and host going forward (which may/may not have the sale or free distribution of alcohol in it) are mainly corporate events, which are deemed low risk. These events will also not run past 11pm with all sale and distribution of drinks ending at 10:30pm.

We have not and will not encourage the consumption of drinks outside the Venue during these events.

The proportion of the events held at the Venue that serve/sell alcohol to those without the sale/free distribution of alcohol is very minimal, subject to the venue's discretion, availability and risk assessment. Typically, 2-3 out of 10 events.

As stated earlier, we are constantly working with our entire team and the neighbours to ensure that these complaints are fully dealt with and satisfied and the future relationship between the Venue and its neighbours remain peaceful, friendly and cordial.

On Behalf of The Lighthouse Venue