

Coventry City Council  
PO Box 15  
Council House  
Coventry  
CV1 5RR

23 December 2019

Dear Sir/Madam

*Buzz Bingo, Savoy Buildings, 268 Radford Road, Coventry, CV6 3BU*

*Application to vary terms under the Licensing Act 2003*

We would like to draw attention to the following matters that form specific concerns in relation to the application to alter the terms of the gambling licence for the above premises.

1. Smoking

There is insufficient provision for a smoking area by the club to keep staff and patrons away from neighbouring premises. This creates a smoking nuisance to us, with their staff and patrons smoking in close proximity to us. This has led to smoking litter, which we then have to repeatedly clear from the front of our premises. There is also an accumulation of smoke fumes which is not welcome.

The staff and patrons also use the awning in front of our premises and even our own doorstep to then smoke in either very good or bad weather. This should be policed, but Buzz Bingo staff can be uncooperative, particularly when the Club Manager is not on the premises.

The Club does not control their staff and patrons and create an unnecessary nuisance to us as neighbours of the above premises. If the opening hours are extended the extent of difficulty in the context of conduct of staff or visitors may well be extended.

2. Drinking

Patrons of the club use the front of our premises to consume alcohol, resulting in a litter nuisance to us, with beer cans and other drink litter, which we then have to clear from our premises on an ongoing basis. The patrons of the club often sit on our property's wall and continue drinking and smoking.

Such behaviour should be controlled by the Club to prevent this from occurring by keeping alcohol consumption on their licensed premises.

3. Parking

The club has 2 car parks that can be used by club staff, patrons and additional visitors to the Buzz Bingo.

However, such users often occupy our limited parking spaces in front of our premises during our store opening hours and beyond, thus restricting our ability to both trade; and enter and leave our premises during their operational hours, even outside their actual club sessions.

We have drawn the matter to the attention of the Club Manager and have noticed that when the Manager, Brian Round is on duty, staff are somewhat better behaved. When the manager is not on duty, staff members park immediately outside our premises, both occupying spaces that our customers and staff may wish to use. This happens on an ongoing basis and is likely to be made worse in the event of extended hours.

In the evenings, in particular, it is not even possible to park outside our premises. Not only is this inconvenient for our own to access our premises, but it also creates a potential problem for Emergency Vehicles from accessing the Buzz Bingo Premises.

To leave when the evening bingo sessions are on can in practice be very difficult; at times it can also be very difficult for a vehicle to pass through the area in front of our premises to exit safely onto the main Radford Road. If a family car cannot pass through safely, it is difficult to see how an ambulance or fire tender can access the buildings if needed.

We would kindly request the Council to find constructive solutions to ensure the license holder puts in place adequate measures to prevent a continuance and exacerbation of these issues.

We need the club to take stronger measures to ensure their staff, patrons and visitors use their specific car parks. We need for our customers and ourselves to be able to park by our shop for trade and emergency access purposes. We also need the Buzz Bingo, its patrons, staff and visitors to clean up after themselves, and to smoke and drink away from our premises.

We are also specifically concerned by the added noise levels from the club additional machines we understand the Club is proposing to place on their premises, in addition to the prospect of exacerbating the above mentioned issues. We would be grateful to ensure - if the Club is allowed to have such machines, they are retained more centrally within the Bingo's own premises with appropriate sound shielding to neighbouring properties.

We would be grateful if the Council can review and amend the terms of the license to reduce noise and nuisance to neighbours.

*In summary*, this requires the Buzz Bingo to ensure their staff, patrons and visitors:

- Use the Buzz Bingo car parks
- Respect the need for neighbouring business owners, their customers and visitors to use the spaces in front of their premises.
- Smoke in Buzz Bingo territory and not by neighbouring properties where the smoke affects the people residing there (and cumulatively).
- Know not to make a litter, smoking and noise nuisance to neighbouring persons. Perhaps the Bingo can ensure a provision of a litter bin by the exit doors and a member of staff can ensure clean up around the property so as not to present a nuisance to neighbours.
- Sound proofing to avoid noise and disturbance to neighbours.

