

Notice of Attendance

(Reg.8 Licensing Act 2003 (Hearings) Regulations 2005)

Date/Time of Hearing: 8 November 2022 at 10.00 am

Applicant: Frances Taylor, Environmental Health Officer, Environmental Protection

Premises: Rialto Reborn, 85 Moseley Avenue, Coventry, CV6 1HR

Please complete this form (* delete as appropriate) and return along with any papers referred to in section 6 below. Please send by email to the officer dealing, or to the Licensing Team, Coventry City Council, PO Box 15, Earl Street, Coventry, CV1 5RR.

Or e-mail: licensing@coventry.gov.uk

1. Please print your name - **Michael Nelmes and Daniel Nelmes**
2. I would like this matter to be decided ***with** a hearing
3. I ***will** not be present at the hearing
4. I ***will** be represented at the hearing. Give the name and address of your representative:

**Mr Chris Beale
SPL TRACK ENVIRONMENTAL
MALLORY PARK CIRCUIT
KIRKBY MALLORY
LEICESTERSHIRE
LE9 7QE**

5. I do not want permission for a witness to address the hearing in support of my case. If so, please provide the following information:

a) the name and address of each witness

.....
.....
.....

b) the points to be raised by each witness

.....
.....

.....
6. I ***do** want the hearing to consider further documents in addition to my application/representation. If so, list the documents and the points to which they relate in the space below:

- LIST OF EVENT SCHEDULE 2019 - 2022
- POLICE ATTENDANCE LOG
- ENTRANCE AND EGRESS POLICY
- SECURITY LOG
- EXTERNAL CLEANING POLICY POST EVENTS
- NOISE MANAGEMENT PLAN

Any documents not listed here may only be allowed with all the other parties' consent.

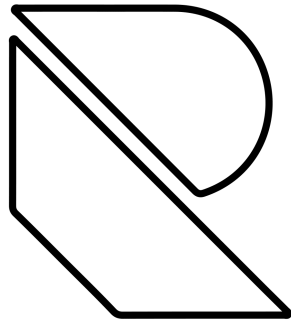
Signed

..... Date 12/10/22

Note:

Representations can only be made in relation to the four licensing objectives as detailed in Coventry City Council's Statement of Licensing Policy attached.

Failure to return this form by the date indicated may result in you losing your right to take part in the hearing.



RIALTO PLAZA

Introduction

Built adjacent to the popular Rialto Cinema in 1939, the The Rialto Ballroom is a significant part of Coventry's history. The venue hosted big bands and nationally acclaimed dancing competitions. Despite the cinema being bombed during WWII the Rialto Ballroom survived and holds fond memories for many Coventrians.

Margaret and her husband Fred met during a night at the Rialto 73 years ago and have been together ever since. We recently invited them for afternoon tea and a tour of the building as it is now. Fred was brought to tears when he saw the ballroom and recalled dancing together as a young couple.

Since 2012 the current team have brought the Rialto back to life. The building was almost derelict but, with a huge amount of work, we have transformed the Rialto into a venue for the people of Coventry to enjoy a variety of entertainment in safe surroundings. The Rialto now attracts a wide range of customers from children to pensioners with live music,

comedy shows, sports events, private weddings and parties, children's events, pantomimes, theatre productions and much more. Recently we have built a children's play village in which children under 8 have a fantastic time learning social skills in warm and protected surroundings. These sessions are accessible for those with lower incomes and we provide a free breakfast for every child.

We also provide a free workspace called 'Rialto Works' for people to meet in a collaborative environment with Wi-Fi and warm drinks. In current circumstances this is proving very helpful to sections of the local community.

It is important to understand that the Rialto can only function with revenue from music presentations. This provides the vast majority of our income, enabling us to fund our free offerings and entertainment such as talks and sports which have much lower financial returns. Unfortunately we have received the news that Bongo's Bingo, our single largest attraction, has cancelled its residency because of uncertainty over the future of the venue, a direct consequence of this licence review. The loss to our business is four hundred thousand pounds per annum, income that we will have to replace in order to survive.

The Rialto supports a workforce of around 50 people. We have created jobs for technicians, office staff, serving staff, events staff, marketing, graphic designers, book keepers, event programmers, set designers, chefs, glass collectors, kitchen porters, cleaners, decorators, builders etc. along with our suppliers including beverage providers, equipment hire companies, printers, clothing companies, agencies, local artists etc.

We have always taken our public responsibilities extremely seriously and have endeavoured to address issues that are brought to our attention. For example, in the first instance we were advised by the City Council that doors being open during warm summer weather was causing a noise issue. We installed a new air conditioning system at a cost of sixty thousand pounds to enable the doors to be closed at all times.

Like many businesses in Coventry and around the country, the Rialto suffered through the Covid-19 crisis. Improvements that would have taken place under normal circumstances were delayed however we have worked hard to restore our cash situation since the end of lockdown in July 2021. We have responded to complaints and liaised with officers of the

City Council when required. We have taken professional advice and acted on recommendations and continue to invest in the Rialto.

We are here to address noise, therefore I will ask our consultant to respond on our behalf.

Orange indicates amplified music event - Green shows when verified complaint received - Yellow where corr

Date	Time	Location	Report
Sat, 30 Sep 2017	1:12	Property A	Loud music inside premises
Fri, 20 Oct 2017		Council visit to unspecified property	Complaint of noise nuisance (loud music) from a resident of Moseley Avenue. Visit made between 23:44 and 23:50
Sun, 18 Feb 2018		Council visit to unspecified property	Complaint of noise nuisance (loud music) from a resident of Moseley Avenue. Visit made between 00:20 and 00:31
Wed, 18 Jul 2018		Council note	Complaint of anti-social behaviour from guests after leaving Rialto.
		Council note	Complaint of anti-social behaviour from guests after leaving Rialto.
The venue was closed for a long period due to Covid-19 and re-opened with reduced capacity distanced even			
Sat, 22 May 2021		80's Night Live Band	
Sat, 22 May 2021	23:46	Property A	Music audible outside complainants house - did not enter property.
Fri, 28 May 2021		Property A	Telephone communication with CCC following resumption of opening after Covid lockdown. Visit to resident during which an offer was made to double glaze the property at Rialto's cost. This offer was declined.
Sat, 29 May 2021		Whitney Show Live Singer	
Sat, 5 Jun 2021		Bongo's Bingo	
Sun, 6 Jun 2021			Complaint of loud music made at 00:06 hours. Call returned at 00:47 but not answered
Sat, 12 Jun 2021		Bongo's Bingo	
Sun, 13 Jun 2021		England Euro's Live Football	
Fri, 18 Jun 2021		England Euro's Live Football	
Tue, 22 Jun 2021		England Euro's Live Football	
Fri, 25 Jun 2021		Take That Tribute Band	
Sat, 3 Jul 2021		England Euro's Live Football	
Wed, 7 Jul 2021		England Euro's Live Football	
Sat, 10 Jul 2021		Bongo's Bingo	
Sat, 10 Jul 2021	21:35	Property A	Loud music inside and outside the property
Sun, 11 Jul 2021		England Euro's Live Football	
Thu, 15 Jul 2021		An Evening of Serial Killers talk	
Sat, 17 Jul 2021		Bongo's Bingo	
Mon, 19 Jul 2021		Covid Restrictions Lifted	
Wed, 21 Jul 2021	21:45	Property A	Music audible in complainants property
Wed, 21 Jul 2021		Bongo's Bingo NHS benefit	
Fri, 23 Jul 2021		R&B DJ	
		Council note	Complaint of noise nuisance (loud music and raised voices from outside the club). Visit made between 22:35 and 23:19
Sat, 31 Jul 2021		Private Wedding	
Sun, 1 Aug 2021			Hepworth Acoustics Consultation
Sat, 7 Aug 2021		Silent Disco	
Fri, 13 Aug 2021		Frankie Allen Comedy	
Sat, 21 Aug 2021		Bongo's Bingo	
Sat, 28 Aug 2021		Bongo's Bingo	
Mon, 30 Aug 2021		Pop-up Cinema	
Fri, 3 Sep 2021		Craig Charles DJ	
Sat, 4 Sep 2021		80's Night Live Band	
Sun, 5 Sep 2021		Pantomime (Adult)	
Mon, 6 Sep 2021		Pantomime (Adult)	
Tue, 7 Sep 2021		Pantomime (Adult)	

Wed, 8 Sep 2021		Pantomime (Adult)	
Thu, 9 Sep 2021		Pantomime (Adult)	
Fri, 10 Sep 2021		Pantomime (Adult)	
Fri, 17 Sep 2021		Elvis Tribute Band	
Sat, 18 Sep 2021		Bongo's Bingo	
Fri, 24 Sep 2021		Ladies Night	
Sat, 25 Sep 2021		Rum & Reggae Brunch	
Sun, 26 Sep 2021		Boxing Live Screening	
Tue, 28 Sep 2021		Pop-up Cinema	
Fri, 1 Oct 2021		Ladies Night	
Sat, 2 Oct 2021		Old Time Sailors Live band	
Sat, 2 Oct 2021		Council note	Complaint of noise nuisance (loud music) from a resident of Moseley Avenue.
Fri, 8 Oct 2021		The Big Quiz	
Sat, 9 Oct 2021		Bongo's Bingo	
		Council note	Complaint of noise nuisance (loud music) from a resident of Moseley Avenue.
Thu, 14 Oct 2021		Evening with Soccer Saturday	
Fri, 15 Oct 2021		Massaoke	
Sat, 16 Oct 2021		Octoberfest Live Band	
Fri, 22 Oct 2021		History of Rock Live Band	
Sat, 23 Oct 2021		Bongo's Bingo	
Tue, 26 Oct 2021		Pop-up Cinema	
Wed, 27 Oct 2021		Pop-up Cinema	
Thu, 28 Oct 2021		Pop-up Cinema	
Fri, 29 Oct 2021		Madchester Live Band	
Sat, 30 Oct 2021	23:14	Council note	Deep bass beat inside complainants property
Sat, 30 Oct 2021		Monster's Ball Family Entertainment	
Sun, 31 Oct 2021		Pop-up Cinema	
Tue, 2 Nov 2021		Simon Broken Live Comedy	
Wed, 3 Nov 2021		An Evening of Serial Killers talk	
Thu, 4 Nov 2021		Paul Smith Comedy	
Fri, 5 Nov 2021		Bongo's Bingo	
Sat, 6 Nov 2021		Amateur Boxing	
Fri, 12 Nov 2021		Coventry Legends Sports Speaker	
Sat, 13 Nov 2021		R&B Live Band	
Sun, 14 Nov 2021		Fawlty Towers Dining	
Thu, 18 Nov 2021		E-mail discussions between SPLtrack and CCC	Insulation works to end wall
Thu, 18 Nov 2021		Under the Cosh Podcast	
Fri, 19 Nov 2021		Bongo's Bingo	
Sat, 20 Nov 2021		80's Night Live Band	
Thu, 25 Nov 2021		History of Soul Live Band	
Fri, 26 Nov 2021		Moochers Live Band	
Sat, 27 Nov 2021		Whitney Show Live Singer	
Sun, 28 Nov 2021		Amateur MMA	
Thu, 2 Dec 2021		Bongo's Bingo	
Fri, 3 Dec 2021		Christmas Party Live Band	
Sat, 4 Dec 2021		Martin Kemp DJ	
Sun, 5 Dec 2021		Bongo's Bingo	

Thu, 9 Dec 2021		Ratpack Tribute Live Band	
Fri, 10 Dec 2021		Christmas Party	
Sat, 11 Dec 2021		Christmas Party	
Sun, 12 Dec 2021		Private Party	
Tue, 14 Dec 2021		Pop-up Cinema	
Wed, 15 Dec 2021		Pop-up Cinema	
Fri, 17 Dec 2021		Christmas Party	
Sat, 18 Dec 2021		Christmas Party	
Sun, 19 Dec 2021		Pop-up Cinema	
Mon, 20 Dec 2021		Pop-up Cinema	
Tue, 21 Dec 2021		Pop-up Cinema	
Wed, 22 Dec 2021		Overtones Live Band	
Thu, 23 Dec 2021		Children's Panto	
Fri, 24 Dec 2021		Children's Panto	
Fri, 31 Dec 2021		Bongo's Bingo	
Sat, 8 Jan 2022		Bongo's Bingo	
Wed, 12 Jan 2022		Paul Smith Comedy	
Fri, 14 Jan 2022		Friends Quiz	
Sat, 15 Jan 2022		Guz Khan Comedy	
Sat, 22 Jan 2022		Darts Exhibition	
Fri, 28 Jan 2022		David Bowie Tribute	
Fri, 28 Jan 2022	20:50	Property A	Music audible in complainants property
Sat, 29 Jan 2022		Bongo's Bingo	
Sun, 30 Jan 2022		Guz Khan Comedy	
Fri, 4 Feb 2022		Ladies Night	
Sat, 5 Feb 2022		Dualers Live Band	
Sun, 6 Feb 2022		Fawlty Towers Dining	
Wed, 9 Feb 2022		Auditioning at property A by CCC Officers	Limiter test
Fri, 11 Feb 2022		UB40 Tribute Live Band	
Sat, 12 Feb 2022		Bongo's Bingo	
Mon, 14 Feb 2022		Pop-up Cinema	
Fri, 18 Feb 2022		Property A	No CCC report
Fri, 25 Feb 2022		Frankie Allen Comedy	
Sat, 26 Feb 2022		Bongo's Bingo	
Fri, 4 Mar 2022		Dave Pearce DJ	Cancelled due to 85dB restriction imposed by CCC. Noise limiter set at 85dBA by CCC.
Sat, 5 Mar 2022		Bongo's Bingo	
Mon, 7 Mar 2022		Noise meters installed at Rialto and Property A	SPLtrack consulted - Audio system redesigned and re-oriented
Fri, 11 Mar 2022		Coventry Legends Sports Speaker	
Sat, 12 Mar 2022		Bongo's Bingo	
Thu, 17 Mar 2022		Bongo's Bingo	
Sat, 19 Mar 2022		80's Night Live Band	
Sun, 20 Mar 2022		Evening with Mark Billingham	
Sat, 26 Mar 2022		Amateur Boxing	
Tue, 29 Mar 2022			Rialto PA system reconfigured to side of venue.
Fri, 1 Apr 2022		Trevor Nelson DJ	
Sat, 2 Apr 2022			SPLtrack meters installed
Sat, 2 Apr 2022		Amateur MMA	
Mon, 4 Apr 2022			SPLtrack advice and initial report delivered
Wed, 6 Apr 2022		An Evening of Serial Killers talk	

Fri, 8 Apr 2022	Elton John Tribute	
Sat, 9 Apr 2022	90's and 00's Club DJ	
Thu, 14 Apr 2022	Bongo's Bingo	
Fri, 15 Apr 2022	Country Music Live Band	
Sat, 16 Apr 2022	Bongo's Bingo	
Sun, 17 Apr 2022	Heather Small Live Band	
Sat, 23 Apr 2022	Bongo's Bingo	
Sun, 24 Apr 2022	Fawlty Towers Dining	
Fri, 29 Apr 2022	R&B Live Band	
Sat, 30 Apr 2022	Moochers Live Band	
Sun, 1 May 2022	Bongo's Bingo	
Mon, 2 May 2022	Property A	Letter from resident regarding location of noise meters and observation of noise outside the property.
Fri, 6 May 2022	Simon Broken Live Comedy	
Sat, 7 May 2022	Rum & Reggae Live Band	
Sat, 7 May 2022	Council note	Complaint of noise nuisance (loud music) from a resident of Moseley Avenue.
Sun, 8 May 2022	No event	Complaint of noise nuisance (loud music) from a resident of Moseley Avenue.
Thu, 12 May 2022	Psychic Night	
Fri, 13 May 2022	80's Night Live Band	
Sat, 14 May 2022	Bongo's Bingo	
Thu, 19 May 2022	Comedy Club	
Fri, 20 May 2022	Old Time Sailors Live band	
	Council note	Noise monitoring equipment installed in the complainant's house by Council Officers. Power outage led to evidence being inadmissible as not able to calibrate the equipment
Sat, 21 May 2022	Whitney Show Live Singer	
Sun, 22 May 2022	Only Fools Dining	
Thu, 26 May 2022	Comedy Club	
Sat, 28 May 2022	Bongo's Bingo	
Sat, 28 May 2022	Council note	Complaint of noise nuisance (loud music) from a resident of Moseley Avenue.
Fri, 3 Jun 2022	Bongo's Bingo	
Fri, 10 Jun 2022	Martin Kemp DJ	
Sat, 11 Jun 2022	Elvis Tribute Band	
Sun, 12 Jun 2022	Meatloaf by Candlelight	
Fri, 17 Jun 2022	21:39 Property A	Music audible in complainants property
Fri, 17 Jun 2022	Bongo's Bingo	
Sat, 18 Jun 2022	22:26 Property A	Loud music inside and outside the property
Sat, 18 Jun 2022	George Michael Tribute	
Fri, 24 Jun 2022	Metering report from SPLtrack	Levels exceeded those determined by tests. Report forwarded to the venue.
Sat, 25 Jun 2022	Bongo's Bingo	
Sun, 26 Jun 2022	Pop-up Cinema	
Fri, 8 Jul 2022	Silent Disco	
Thu, 14 Jul 2022	Comedy Club	
Sat, 16 Jul 2022	Bongo's Bingo	
Sun, 17 Jul 2022	DBA Theatre Group	

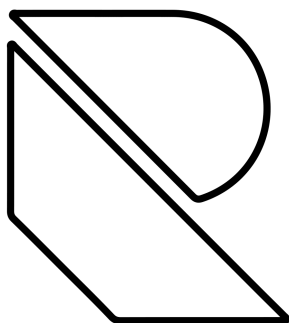
Fri, 22 Jul 2022		Queen Tribute Live Band	
Sat, 23 Jul 2022		Bongo's Bingo	
Fri, 29 Jul 2022		Amy Winehouse Live Singer	
Sat, 30 Jul 2022		80's Night Live Band	
Fri, 5 Aug 2022		Friends Quiz	
Sat, 13 Aug 2022		90's and 00's Club DJ	
Fri, 19 Aug 2022		Old Skool Jams DJ	
Sat, 20 Aug 2022		Bongo's Bingo	
Fri, 26 Aug 2022		Panic DJ	
Sat, 27 Aug 2022		Bongo's Bingo	
Fri, 2 Sep 2022		80's Night DJ	
Fri, 9 Sep 2022		Oasis and Stereophonics Tribute Band	
Sat, 10 Sep 2022		Bongo's Bingo	
Sat, 17 Sep 2022		We Love the 90's Live Concert	
Tue, 20 Sep 2022		Science of Psychedelics talk	
Fri, 23 Sep 2022		David Rodigan DJ	
Sat, 24 Sep 2022		Bongo's Bingo	
Wed, 28 Sep 2022		An Evening of Serial Killers talk	
Fri, 30 Sep 2022		Madness Tribute Band	
Fri, 7 Oct 2022		Celebration of Prince Band	
Sat, 8 Oct 2022		Bongo's Bingo	
Thu, 13 Oct 2022		Reach Out Band	
Fri, 14 Oct 2022		History of Rock Band	
Sat, 15 Oct 2022		Whitney Live Singer	
Fri, 21 Oct 2022		ABBA Revival Live Band	
Sat, 22 Oct 2022		Oktoberfest Live Band	
Fri, 28 Oct 2022		Bongo's Bingo	
Sat, 29 Oct 2022	1-3pm	Mini Monster Ball - DJ	
Sat, 29 Oct 2022		Monster Ball Live Band	
Fri, 4 Nov 2022		Boxing Show	
Sat, 5 Nov 2022		80's Night Live Band	
Sat, 12 Nov 2022		Bongo's Bingo	

EPA notice
Actual date unknown but around this time.
EPA notice (reminder)

No visit as the music has stopped when officers returned the call.
Not loud enough to be a nuisance
No visit as the music has stopped when officers returned the call.
Doc RR17
Doc RR18
New limiter installed and configured.

Police Log

25/6/22		Police contacted by Rialto because of an incident involving a bottle thrown within the venue.		
		Occasional requests by Police for CCTV footage relating to incidents in the vicinity of the venue (not relating to events).		
		Record keeping for Police intervention commenced in 2019 and no other incidences of Police attendance have been recorded.		



RIALTO PLAZA

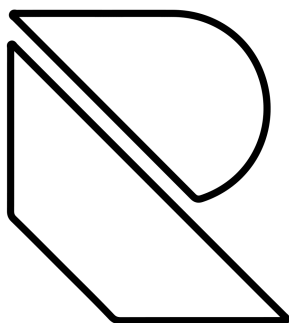
Police attendance record

- 25/06/22 at 22:35 - Police visited the venue after Rialto called them because a customer threw a bottle inside the concert hall which hit someone on the head causing a minor injury.

There have been occasional daytime visits by Police during with requests to view CCTV footage to help with investigations into incidents in the area (unrelated to Rialto). The venue has always been cooperative.

No other Police attendance has been recorded from 2019 to present.

Reports of CCC referring resident to Police in reference to antisocial behaviour in July 2018. No contact received from Coventry Police.



RIALTO PLAZA

Entry and egress policy

On entry ticket check

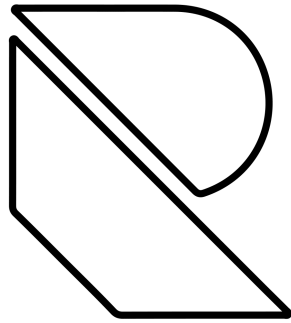
- All customers are searched for weapons, drugs, or alcohol. This includes bags and any outer clothing that could conceal items.
- If drugs or weapons are found the items are confiscated and removed to a locked safe. Police collect drugs or weapons for disposal however such small quantities are found that there has yet to be a collection.
- Alcohol brought in from outside the venue is confiscated and disposed of.
- Entry is refused to any person who has attempted to bring drugs or weapons into the venue.

During an event

- Smoking
 - A smoking area is located to the front of the building between the entrance door and the traffic lights. This is the furthest point from residential properties.
 - Smoking is supervised by security to ensure that customers remain inside the designated area and moderate noise.
- Alcohol
 - Customers are not permitted to leave the venue with drinks at any time. This is enforced by security and management.

Post event

- During customer egress the security team police the east corner of the building on Moseley Avenue to prevent customers from loitering near to residential properties. Security remain on station until all customers have left the area around the venue.
- Rialto refreshments remain open for 45 minutes following each event to encourage staggered customer egress. This reduces the flow of customers from the building and limits the number of persons on the pavement in Moseley Road at any one time.
- Clear signage in entrance area of the venue requires customers to respect neighbours and limit noise wherever possible.
- Taxis form a rank to the west of the venue entrance, avoiding activity in front of residential properties whenever possible.
- Following each event a Rialto cleaner clears and sweeps the pavement around the venue of rubbish and cigarettes butts whether they have been deposited by Rialto customers or others.
- We are conscious that customers may wish to visit late night supermarkets and food outlets close by. Rialto security discourages loitering for the consumption of food or depositing of litter.



RIALTO PLAZA

Event Security Log

For clarity the following document has been reproduced from handwritten entries in the original log book.

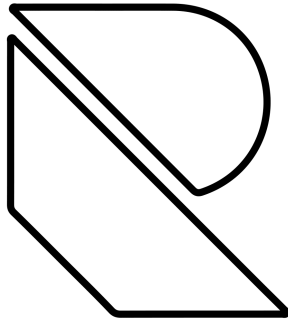
DATE	TIME	INCIDENT	INJURY	ACTION
21/08/21	23:16	Lady fell over	N/A	Concussion Checks
04/09/21	20:15	Security found a bag of white powder	N/A	Refused entry
04/09/21	1:10	Woman fell over	Cut lip, bloody nose	Given first aid
18/09/21	21:45	Ejected drunk customer and became aggressive whilst leaving	N/A	N/A
01/10/21	21:40	Lady with medical condition. Legs gave way in cubicle	N/A	Friends and manager helped woman downstairs and into cab
02/10/21	22:28	Man ejected for multiple complaints and generally drunkenness	N/A	Ejected
09/10/21	19:45	Lady asked to leave as was trying to find table	N/A	Asked lady to leave
04/11/21	21:45	Lady asked repeatedly to be quiet during spoken work presentation.	N/A	Argued with another couple, moved to new seats, continued noise so asked to leave and escorted by security
04/11/21	22:15	Knife removed from woman at start of show	N/A	Asked for it back, manager advised it will be handed to local police
05/11/21	19:40	Lady fell down stairs due to shoes	N/A	Checked over, will keep an eye on her

DATE	TIME	INCIDENT	INJURY	ACTION
05/11/21	20:00	Lady asked for drugs	N/A	Removed from building by security, tried to assault them on the way out
27/11/21	22:00	Suicidal lady removed	N/A	Called ambulance and husband
03/12/21	22:30	ICi female fell over outside	Cut on left knee	Administered first aid
03/12/21	22:35	Slight altercation at main bar	N/A	Warned at front door by security, allowed back in
03/12/21	22:40	Guy with diabetes felt unwell	N/A	Took to a cool room until fit to leave, escorted out
03/12/21	22:45	Old lady fainted	No injury	First aider tended to lady and waited for taxi to arrive
03/12/21	01:00	Male intoxicated in toilets	N/A	Lead out via front door with his friend
03/12/21	01:30	Female intoxicated	N/A	Lead out front door with friend
04/12/21	23:25	Intoxicated female at the bar	N/A	Lead out front door with friend
04/12/21	23:55	Woman fell, unconscious at the bar	N/A	Taken to cool place by management and security, paramedics called
DATE	TIME	INCIDENT	INJURY	ACTION
05/12/21	06:15	Lady felt faint because too intoxicated	N/A	First aider and security took woman to cool place until she was collected

DATE	TIME	INCIDENT	INJURY	ACTION
17/12/21	08:00	Front door refusal	N/A	Refused due to no covid pass
17/12/21	20:10	Front door refusal	N/A	Entry refused for no covid pass
17/12/21	23:30	Female too intoxicated	N/A	Escorted into taxi home
22/12/21	19:25	Lady fell over outside	Potential broken wrist and head injury	First aider tended to lady until partner came to collect and take to hospital
22/12/21	19:35	Front door refusal	N/A	Unable to provide covid pass
29/12/21	22:20	Lady fell over in main room	Hurt ankle	Helped down stairs by security and into uber
29/12/21	22:30	Lady hit by small object	Small bump to the head	First aider tended to injury whilst manager checked CCTV
22/01/22	23:16	Lady fell over	N/A	Concussion Checks
30/01/22	20:15	Security found a bag of white powder	N/A	Refused entry
12/02/22	22:20	Female customer fell off bench and hurt her head	Head Injury	Escorted backstage and applied ice, advised partner to take to hospital

DATE	TIME	INCIDENT	INJURY	ACTION
18/02/22	19:16	ICI Male got bag of cocaine seized	N/A	Refused entry
18/02/22	19:41	ICI Male got bag of cocaine seized	N/A	Refused entry
18/02/22	20:35	Over intoxicated ICI male at main bar	N/A	Lead out via front doors and security
12/03/22	21:55	Suspicion of Drugs	N/A	Asked to leave premises
12/03/22	22:53	Female ICI with group slipped and hit her head on bench	Cut to back of head	Escorted to area with light to inspect, given ice pack
16/04/22	22:45	Person kicked out for anti social behaviour	N/A	Escorted out of venue
01/05/22	17:00	Front door refusal	N/A	ICI Male too drunk, female who was with him was verbally abusive to staff
06/05/22	20:00	Front door refusal	N/A	Simon Brodtkin friend brought 12 year old to event that is 14+, advised cannot let in
17/06/22	21:40	ICI Female intoxicated on dancefloor	N/A	Escorted out front door and put into car
25/06/22	22:35	ICI Male threw bottle towards someone whilst seated	ICI Female hit in head, slight bump on head	Police called, lady given first aid
23/07/22	18:08	ICI Male at front door, bag of cocaine seized	N/A	Refused entry

DATE	TIME	INCIDENT	INJURY	ACTION
23/07/22	22:04	Miss Hayley Kinwear was hit by hard object near main bar	Small cut to head	First aid administered by staff and management
23/07/22	22:20	Scuffle between two ICI Males near main bar	Cut to back of head	1 party left via front door then other party left via back door
30/07/22	22:25	Female intoxicated by bar	N/A	Lead out with security
19/08/22	21:51	ICI Male searched on entry, small bag of cocaine seized	N/A	Refused entry
10/09/22	22:30	Customer told repeatedly to get off table, proceeded to throw object at another customer	N/A	Removed from premises
10/09/22	22:40	Female customer fell from bench, hit head on floor	Sore Bottom	Taken to cold room, advised to check injury with Hospital
14/09/22	00:23	Manager advised doorstaff to escort man out who was drunk	N/A	Followed man who was near toilets and her eventually left
07/10/22	21:15	Security asked man to clear bar area, used abusive language to security	N/A	Asked to leave and escorted out by security
22/10/22	22:50	Man fell from bench	N/A	Taken to cellar by management to cool down
22/10/22	23:36	Woman a little too intoxicated	N/A	Taken to cellar by security and management with friend, then escorted into cab



RIALTO PLAZA

Noise Management Plan

This management plan is a live document that may be updated as necessary. Updates will be version tracked.

Comments or questions relating to this document should be referred to the author.

Chris Beale

Rialto Plaza - Noise Management Plan V1

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1.Overview

1.1.This NMP has been prepared as a guide to the management of sound sources and procedures for their operation. It also sets out the process of enforcement. Rialto Plaza is managed by an experienced team that has extensive knowledge of event production. SPLtrack is an environmental management company that has been responsible for noise management at music venues since 2007.

2.Stakeholders

2.1.The event managers are Coventry Hospitality Limited trading as Rialto Plaza (Rialto).¹

2.2.The sound management consultants are SPLtrack Limited (SPL) of Mallory Park Circuit, Kirkby Mallory, Leicestershire LE9 7QE.

2.3.The Licensing Authority is Coventry City Council (CCC).

2.4.The sound management consultants will liaise with Environmental Health Officers of CCC under direction from Rialto management.

3.Responsibilities

3.1.SPLtrack has been contracted to provide support and advice on an ongoing basis. It is however the responsibility of Rialto Plaza and its appointed staff to manage the sound system in accordance with that advice.

4.Arena layout and stage orientation

4.1.The stage has been oriented and the sound system installed to minimise noise leakage from the venue. There should be no reconfiguration of the sound system without further consultation.

5.Temporary equipment load-in and load out

5.1. Certain artists will wish to bring in additional equipment via the venue rear entrance.

5.2.Rialto management will ensure that load-in and load-out operations are conducted quietly and with respect to neighbouring properties.

6.Noise management team

6.1.The noise monitoring team will comprise one engineer appointed by Rialto

6.2.Site security personnel will be briefed to identify and report noise related issues in conjunction with their other duties.

¹ Prior to 1/10/22 Rialto Reborn Ltd trading as Rialto Plaza

6.3.A briefing will be undertaken for those responsible for sound management and operation during the event.

6.4.Some artists will have a third party sound engineer. This individual will be included in the briefing procedure and will be required to comply with noise management directions.

7.Contractual obligations

7.1.Artist contracts will include an obligation to comply with sound management procedures.

8.Licensing conditions

8.1.Rialto undertake to comply with the conditions relating to noise levels set out by the licensing authority.

8.2.A copy of the noise conditions will be appended to this noise management plan and will be displayed in abbreviated form at the sound stages.

9.Sound system capacity

9.1.Rialto warrant that sound systems will be designed to ensure that the lowest amount of acoustic power is used to achieve satisfactory entertainment sound levels.

10.System Design

10.1.The design of each loudspeaker system will be undertaken by a competent person with an understanding of environmental noise issues.

10.2. Once an appropriate sound system has been deployed and shown to comply with the requirements of the licence no other sound systems will be allowed without the written agreement of the licensing authority.

10.3.The system will be designed with consideration to the directivity and scope of coverage of the loudspeaker systems.

10.4.The sound system will be equipped with a suitable limiting device. The device will be injected between the last point of control and the amplification system. It will feature brick-wall limiting of all frequencies and high-pass filtering to remove unwanted low frequency energy.

10.5.Access to the limiting device shall be available to authorised persons only and controls will be locked to prevent tampering.

11.Installation of loudspeaker systems

11.1.Only suitably qualified personnel shall undertake the installation of loudspeaker systems.

11.2. After any changes to the system SPL will verify that the sound system configuration complies with design criteria.

12. Sound system assessment

12.1. Continuous measurements will be within the venue space and in the closest adjacent affected property .

12.2. The affected property measurement will be related to the sound level set at the control position and an attenuation figure calculated. From this figure a maximum level for the control position will be set.

12.3. The MNL (Music Noise Level) limit set at the control position shall in any case not exceed 98dBLAeq(15 min) and the maximum sound pressure level at any point in the audience shall not exceed 137dB. Low frequency impact is also recorded and will be assessed using a range of metrics in conjunction with CCC officers.

13. Sound control positions

13.1. Rialto will identify the locations at which the sound levels are directly controlled and adjusted and ensure that all parties are familiar with the means of access to these positions.

14. Noise monitoring system

14.1. The noise monitoring system that will be used is called ADA, a network of onsite and offsite meters that are viewed in real time at event control and at any location with Internet access including mobile devices.

14.2. SPLtrack produces a live dynamic sound propagation map allowing sound managers to link sources with receptors. Live screens change colour to indicate the current sound levels relative to pre-set limits. A number of limits can be set with time ranges so that the limits automatically change at specific times.

14.3. The system permits real-time display of levels and will guide the mix engineers if sound levels approach control limits.



15. Self-monitoring

15.1. Sound operators will be provided with displays showing in real time data from network noise meters as described in section 22.1. These are tamper-proof enclosures

15.2. Monitoring by sound operators will take place continually throughout the event. Sound operators will not be required to log their own measurements.

15.3. Sound contractors will be required to obscure their own sound meters from the sight of visiting engineers and will be obliged to rely only upon Rialto meter information.

16. Other Monitoring

16.1. Portable monitoring by SPL and/or CCC may take place at intervals on or around the site. For this purpose a Class 1 hand-held sound level meter will be used.

17. Maintenance of Records and Reporting

17.1. Records will be kept in perpetuity.

17.2. Reports will be available on demand via the ADA web portal..

17.3. Reports will be supplied in graph and data table format. They will include the following metrics:

17.3.1. $dBLA_{eq}(t)$

17.3.2. $dBLC_{eq}(t)$

17.3.3. LAF_{max}

17.3.4. $dBLA_5$

17.3.5. $dBLA_{99}$

17.3.6. $LZ_{eq}(t, 1/1 \text{ Octave})$

17.3.7. $dBCb^2$

18. Receipt of complaints

18.1. A public telephone line will be manned whilst the venue is open.

18.2. The public telephone line number is _____ -

18.3. Rialto, CCC or the Police may receive complaints from the community.

18.4. Rialto will maintain a log of all complaints referred and will document responses and actions. This is managed via the ADA portal which logs complaints, responses and other matters. The log is available online in real time to stakeholders.

² $dBCb$ is a 1m rolling calculation of $dBLn_5/dBLn_{99}$. This metric quantifies 'bass beats'.

19.Procedure for dealing with excessive noise levels

19.1.It may be necessary for the sound system to be adjusted to comply with information received from off-site measurements. In this case the procedure set out in Appendix 1 below will apply.

Appendix 1 - Sound Management Process

(displayed in each venue office)

Sound levels inside and outside the venue are being monitored in real-time. Rialto has strict noise license conditions. Breach of noise limits is a serious matter.

The guidance of the Rialto team must be respected at all times. When action is necessary, the following strategy will apply:

↓ Step 1 - Request to turn down ↓

Assistance will be provided by the noise team. If the sound operator in question fails to comply:

↓ Step 2 - Warning ↓

Person responsible for non-cooperation identified and the event manager informed.

↓ Step 3 - Intervention ↓

1. Physical intervention. This may include independent attenuation of the system by other staff or physical disconnection of sound system elements.
2. Disciplinary action including, if necessary, the removal of uncooperative persons.
3. Ultimately if there are no other options the performance will be terminated.

A competent person will be on duty at all times during operating hours.

Be aware of venue operating times, particularly curfew.

Appendix 2 - Glossary of Terms

Ambient Noise	The total encompassing sound in a given situation at a given time, usually composed of sound from many sources far and near
A-weighted sound pressure, p_A	Value of overall sound pressure, measured in pascals (Pa), after the electrical signal derived from a microphone has been passed through an A-
A-weighted sound pressure level, L_A	Quantity of A-weighted sound pressure, given by the following formula in
Background Noise Level, $L_{A90,T}$	The A weighted sound pressure level of the residual noise at the assessment position that is exceeded for 90% of a given time interval, T, measured using time weighting, F, and quoted to the nearest whole number of decibels
Daytime Decibel (dB)	The period 09:00-23:00 hours
Decibel (dB)	A unit of level derived from the logarithm of the ratio between the value of a quantity and a reference value. It is used to describe the level of many different quantities. For sound pressure levels the reference quantity is 20 μ Pa. The threshold of normal hearing is in the region of 0 dB and 140 dB is the threshold of pain. A change of 1 dB is only perceptible under controlled
dB(A), L_{Ax}	Decibels measured on a sound level meter incorporating a frequency weighting (A weighting) which differentiates between sounds of different frequency (pitch) in a similar way to the human ear. Measurements in dB(A) broadly agree with people's assessment of loudness. A change of 3 dB(A) is the minimum perceptible under normal conditions, and a change of 10 dB(A) corresponds roughly to halving or doubling the loudness of a sound. The background noise in a living room may be about 30 dB(A); normal conversation about 60 dB(A) at 1 metre; heavy road traffic about 80 dB(A) at
Free-field level	Sound pressure level measured outside, far away from reflecting surfaces. Measurements are made 1.5 m above the ground and at least 3.5 m away from other reflecting surfaces are usually regarded as being free-field measurements. To minimize the effect of reflections the measuring position should be at least 3.5 m to the side of the reflecting surface (i.e. not 3.5 m from the reflecting surface in the direction of the source). Estimates of noise from aircraft overhead usually include a correction of 2 dB to allow for
Façade level	Sound pressure level measured 1 m in front of the façade of a property.
$L_{A10,T}$	The A weighted noise level exceeded for 10% of the measurement period, T.
$L_{A90,T}$	The A weighted noise level exceeded for 90% of the measurement period, T. This is defined in BS 4142 as the background noise level.
LAE	The sound exposure level – the level of a sound with a period of 1 second that has the same sound energy as the event considered.
$L_{Aeq,T}$	The equivalent continuous A-weighted sound pressure level is the value of the A-weighted sound pressure level in decibels (dB) of a continuous, steady sound, that within a specified time interval, T, has the same mean squared sound pressure as the sound under consideration that varies with time.
L_{Amax}	The highest A weighted noise level recorded during a noise event. The time weighting (slow or fast) should be stated.
Night time	The period 23:00-09:00 hours.
Octave band	Band of frequencies in which the upper limit of the band is twice the frequency of the lower limit.
Third octave band	Band of frequencies in which the upper limit of the band is 2 times the frequency of the lower limit.
Residual noise	The ambient noise remaining at a given position in a given situation when the specific noise source is suppressed to a degree such that it does not contribute to the ambient noise.

Sound Power Level, L_W	An absolute parameter widely used for rating and comparing sound sources. Sound power is a physical property of the source alone, independent of any external or environmental factors.
Sound Pressure, p	Root-mean-square value of the variation in air pressure measured in pascals (Pa), above and below atmospheric pressure, caused by the sound.
Sound Pressure Level, L_p	Quantity of sound pressure, in decibels (dB).
Specific Noise Level, $L_{Aeq,Tr}$	The equivalent continuous A-weighted sound pressure level at the assessment position produced by the specific noise source over a given reference time
Specific Noise Source	The noise source under investigation.

Friday, 21 October 2022

Rialto Reborn - Summary of Noise Mitigation Initiatives

November 2021 - Insulation of rear wall up to false ceiling level - conducted following the initial report by Hepworth Acoustics.

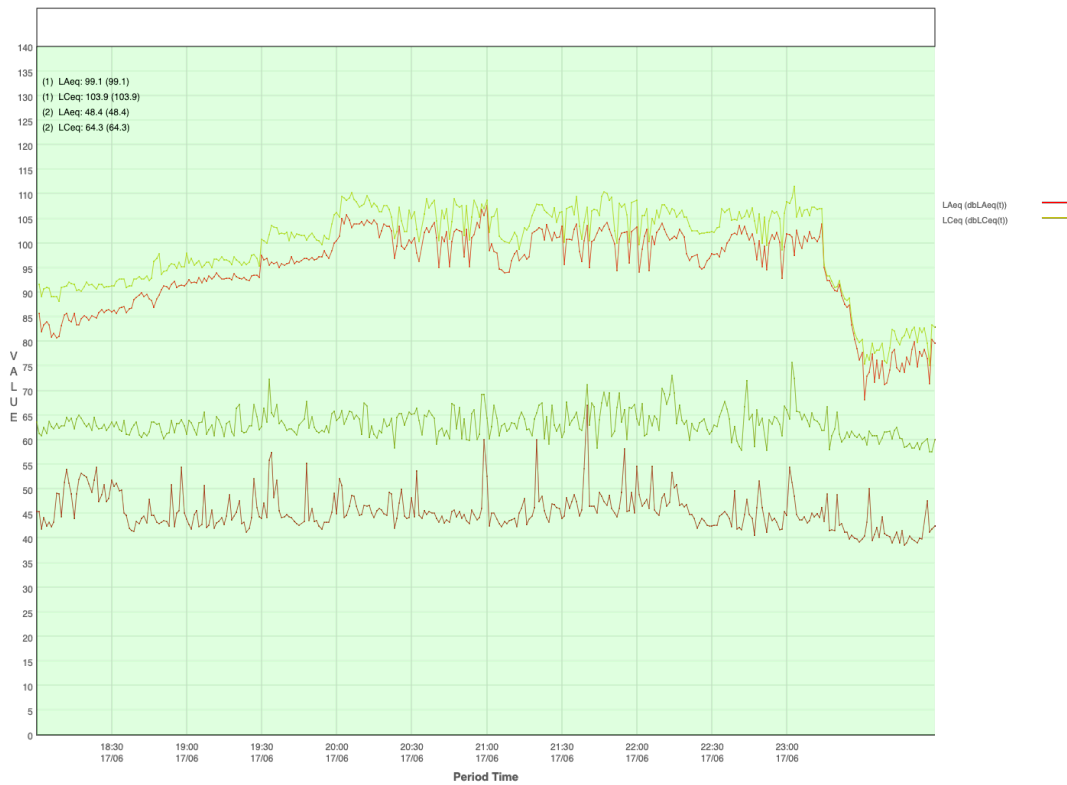


March 2022 - SPLtrack consultation commences

April 2022 - SPLtrack report delivered

May 2022 - Stage location moved to north wall to point south towards the venue entrance. Bass loudspeakers mounted against north wall to baffle low frequency energy. Sub-bass loudspeakers removed. Other loudspeakers flown.

May 2022 - Noise monitoring equipment located in the venue and in a first floor bedroom at Property A.

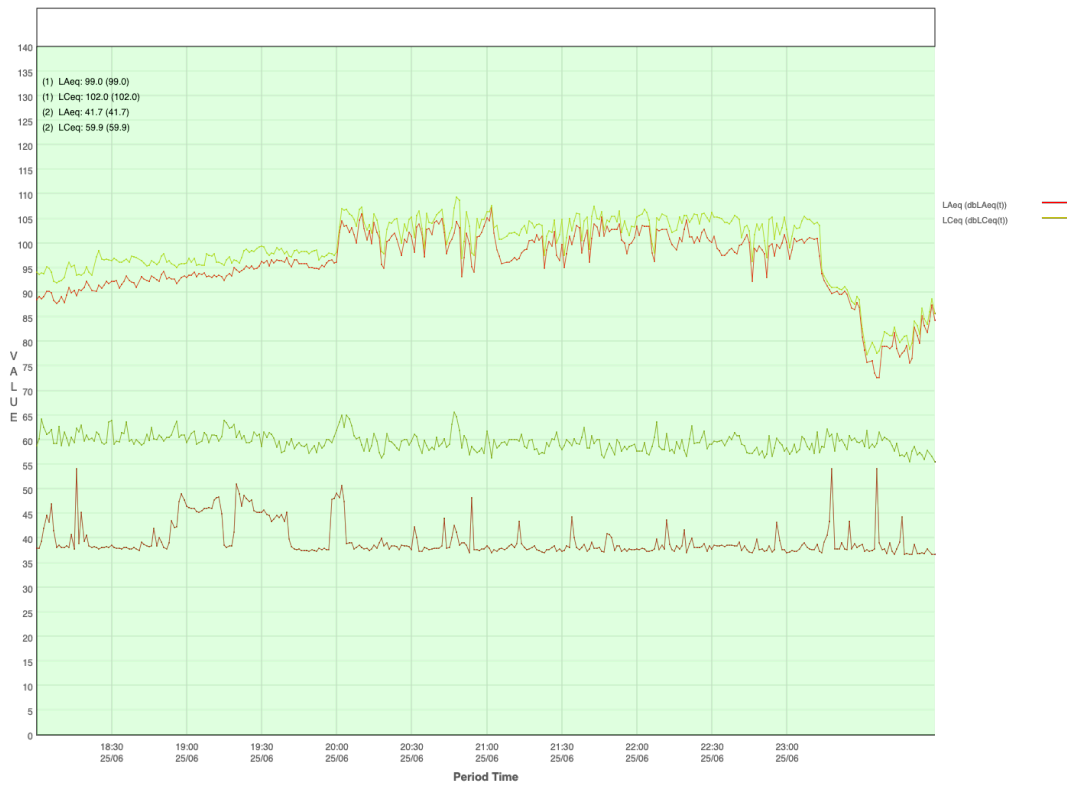


Data for Bongo's Bingo 17th June 2022 - Complaint received from resident



Data for George Michael Tribute 18th June 2022 - Complaint received from resident

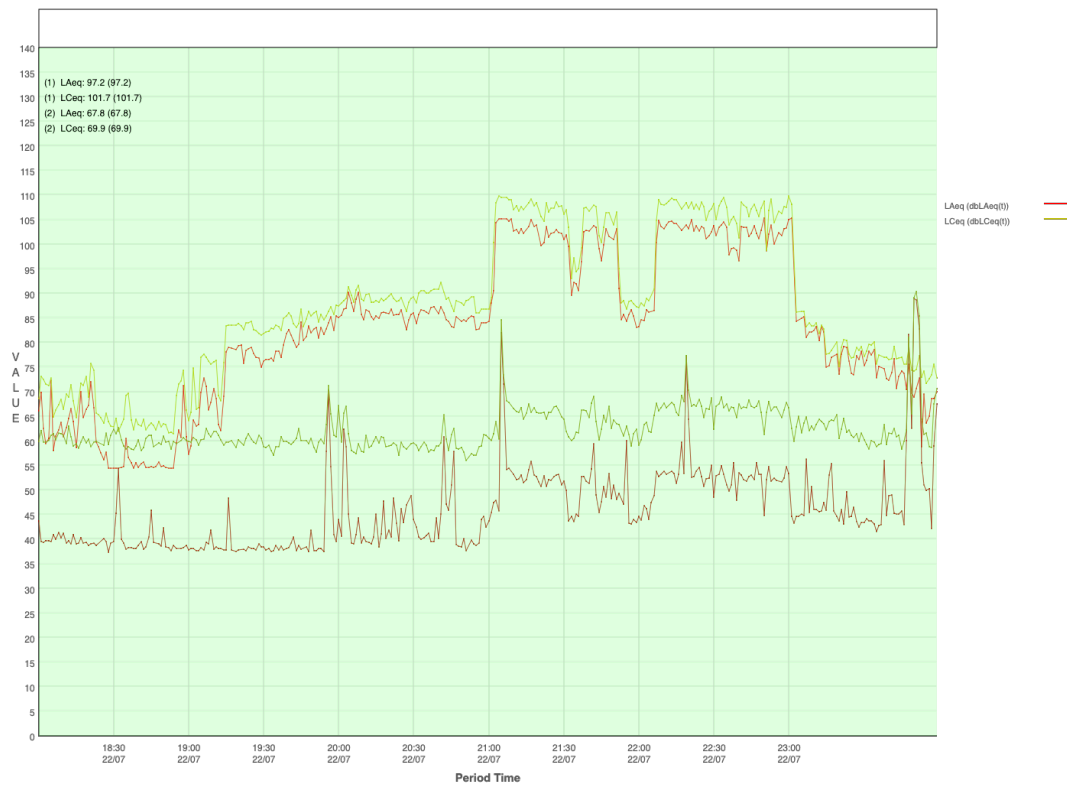
June 2022 - Improved noise limiter installed and configured



Data for Bongo's Bingo 25th June 2022 - No complaints



Data for Bongo's Bingo 16th July 2022 - No complaints



Data for Bongo's Bingo 22nd July 2022 - Queen tribute act. Extremely loud stage amplification and uncooperative artist. This caused significant impact at Property A despite efforts by Rialto staff to mitigate. This artist will not be permitted to perform again at the venue.

8th August 2022 - Review of premises licence received

8th August onwards - no complaints to present.

Current - work is under way to insulate the eaves at the eastern end of the venue where it has been discovered that there is a thin timber section causing noise leakage towards property A.