

# Agenda

## Licensing Sub Committee 1

**Friday, 24 June 2022 at 10.00 am**  
**At Council Chamber - Sandwell Council House, Oldbury**

**This agenda gives notice of items to be considered in private as required by Regulations 5 (4) and (5) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.**

**1 Apologies for Absence**

Members to declare any interests in matters to be discussed at the meeting.

**2 Declarations of Interest**

Members to declare any interests in matters to be discussed at the meeting.

**3 Application to Review a Premises Licence, The Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ**

5 - 102

To consider the application to Review a Premises Licence, The Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ.



**Kim Bromley-Derry CBE DL**  
**Managing Director Commissioner**  
Sandwell Council House  
Freeth Street  
Oldbury  
West Midlands

**Distribution**

Councillor Allen (Chair)  
Councillors Fenton and Z Hussain

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## Report to Licensing Sub Committee [ ]

24<sup>th</sup> June 2022

<b>Subject:</b>	Application to review a Premises Licence known as The Regis, situated at, 152 Reddal Hill Road, Cradley Heath, B64 5JJ
<b>Director:</b>	Director – Borough Economy – Alice Davey
<b>Contact Officer:</b>	Geeta Bangerh (Licensing Officer) licensing_team@sandwell.gov.uk

### Recommendations

- 1 The Sandwell Council Licensing Sub Committee are here to consider an application to review the Premises Licence submitted by Environmental Health at Sandwell Metropolitan Borough Council under Section 51/52 of the Licensing Act 2003. In respect of premises known as The Regis, situated at 152 Reddal Hill Road, Cradley Heath, B64 5JJ.
2. Each application must be considered on its merits taking into account, the evidence presented at the hearing, and the Guidance issued under Section 182 of the Licensing Act 2003 and the Council’s Licensing Policy. The options that can be considered once evidence has been heard are detailed at section 6.

### 1 **PURPOSE OF THE REPORT**

- 1.1 To advise members of an application made under section 51/52 of the Licensing Act 2003 to review a Premises Licence in respect of premises known as The Regis, situated at 152 Reddal Hill Road, Cradley Heath, B64 5JJ.



- 1.2 The Licensing Sub Committee is required to consider this application and take such steps as it considers appropriate and proportionate for the promotion of the licensing objectives.

## 2 How does this deliver objectives of the Corporate Plan?

	<p><b>A strong and inclusive economy</b> Investing in people and jobs. Licensed premises provide employment in the Borough and help to support the Borough's economy.</p> <p>It is the Authority's aim to offer a wide choice of high quality and well managed entertainment and cultural venues within a safe, orderly and attractive environment; valued by those who live here, work here and come to visit. We want to ensure that businesses operate responsibly and safely so that our residents live in decent neighbourhoods and have a good quality of life.</p>
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## 3 Context and Key Issues

- 3.1 Under the Licensing Act 2003, a responsible authority or any other person may make representations in respect of the application which must be relevant to one or more of the four licensing objectives, namely:
- The Prevention of Crime and Disorder
  - Public Safety
  - The Prevention of Public Nuisance
  - The Protection of Children from Harm

## 4 CURRENT POSITION

- 4.1 An application for a review of the premises licence was made by Environmental Health at Sandwell Metropolitan Borough Council on 11<sup>th</sup> May 2022.
- 4.2 The application was made on the grounds of Prevention of Public Nuisance due to Environmental Health receiving complaints since 21 January 2022, relating to noise nuisance caused by musical entertainment. A noise Abatement Notice under Section 80 of the



Environmental Protection Act 1990 was served. The noise abatement notice had been contravened and complaints have continued.

- 4.3 A copy of the application pack is attached at Appendix 1.
- 4.4 The location and proximity to neighbouring premises can be seen on the location map provided which is attached at Appendix 3.

## **BACKGROUND**

- 4.5 The licence was granted 10<sup>th</sup> November 2001.
- 4.6 The Premises licence holder is Mr Gareth Collins, who has held the licence since 19<sup>th</sup> January 2022. Mr David Mundon is the Designated Premises Supervisor since 21<sup>st</sup> December 2021.
- 4.7 The hours permitted for licensable activities are 09:00 – 01:30 Monday to Sunday.
- 4.8 The hours the premises are open to the public are 09:00 – 01:30 Monday to Sunday.
- 4.9 On New Year's Eve these hours may be extended from the end of licensed hours on New Year's Eve to the start of licensed hours on New Year's Day.
- 4.10 Where this licence permits licensable activities after 01:00, on the day on which British Summer Time begins. The licensed hours are extended at the end of licensed hours by one hour on that day.
- 4.11 A copy of the premises licence is attached at Appendix 2.
- 4.12 A location map of the premises is attached at Appendix 3.

## **5 Consultation (customers and other stakeholders)**

- 5.1 The Licensing Team displayed a public notice on or near the premises outlining the application and inviting comments/representations to be sent to the Licensing Authority, detailing a closing date for these to be



received. The last date being 8<sup>th</sup> June 2022. Details of the application were also published on the Council's website.

## 6 ALTERNATIVE OPTIONS

The options available to the Licensing Sub-Committee having considered all the relevant information are as follows:

- 6.1 To modify the conditions of the licence.
- 6.2 To exclude a licensable activity from the scope of the licence.
- 6.3 To remove the designated premises supervisor.
- 6.4 To suspend the licence for a period not exceeding three months.
- 6.7 To revoke the licence.
- 6.8 Additional conditions or restrictions to licensable activities and/or times should only be imposed if considered appropriate for the promotion of the licensing objectives. If other law already places certain statutory responsibilities on a premise, it would not be appropriate to impose similar duties.
- 6.9 Conditions may be altered or omitted, or any new condition added.
- 6.10 Members of the Sub Committee should be advised that the applicant, or any other person who made relevant representations in relation to the application, may appeal against the decision made to the Magistrates' Court within 21 days of the date on which they were notified.

## 7 Implications

<b>Resources:</b>	<p>There are no direct strategic resource implications associated with this application.</p> <p>In respect of premises licence applications, we do not foresee any issues in respect of sustainability of proposals.</p>
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<b>Legal and Governance:</b>	<p>Members of the Licensing Sub Committee when making their decision on the application must take into account the four licensing objectives, the Guidance issued under Section 182 of the Licensing Act 2003 and the Council's own Statement of Licensing Policy. The applicant and those who have made relevant representations have the right to appeal the decision made by the Licensing Sub Committee to the Magistrates Court, so the Committee are asked to give reasons for their decision wherever possible.</p> <p>Members of the Sub-Committee should not allow themselves to predetermine the application or to be prejudiced in favour or opposed to the applicant and/or the licence holder and shall only determine the application having had an opportunity to consider all relevant facts.</p>
<b>Risk:</b>	This is an Environmental Health Review triggered by an undermining of the Public Health Licensing Objective.
<b>Equality:</b>	<p>The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.</p> <p>The operators of this premises are responsible for complying with all relevant legislation.</p>
<b>Health and Wellbeing:</b>	This is not applicable to applications for premises licences submitted under the Licensing Act 2003.
<b>Social Value</b>	This is not applicable to applications for premises licences submitted under the Licensing Act 2003.

## 8 Appendices

- Appendix 1 – Review Application
- Appendix 2 – Premises Licence
- Appendix 3 – Location Plan
- Appendix 4 – EH Team Findings
- Appendix 4.1 – EH Appendix 16
- Appendix 4.2 – EH Appendix 18



- Appendix 4.3 – EH Marked Plan
- Appendix 5 – Document from Applicant
- Appendix 6 – Representations

## 9 Background Papers

- Sandwell Metropolitan Borough Council Licensing Policy
- Guidance issued under Section 182 of the Licensing Act 2003
- The Licensing Act 2003 (Hearings) Regulations 2005



**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.

If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

**I Sharan Dadwal on behalf of Sandwell Metropolitan Borough Council.**

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)**

**Part 1 – Premises or club premises details**

**Postal address of premises or, if none, ordnance survey map reference or description**

The Regis (The Regis Events Ltd)  
152 Reddal Hill Road  
Cradley Heath  
B64 5JJ

**Post town**

Cradley Heath, West

Midlands

**Post code (if known)**

B64 5JJ

**Name of premises licence holder or club holding club premises certificate (if known)**

Mr Gareth Collins

**Number of premises licence or club premises certificate (if known)**

05/008555/LAPREM

**Part 2 - Applicant details**

I am

Please tick ✓  
yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

**(A) DETAILS OF INDIVIDUAL APPLICANT** (fill in as applicable)

Please tick ✓ yes

Mr  Mrs  Miss  Ms  Other title (for example, Rev)

**Surname**

**First names**

**I am 18 years old or over**

Please tick ✓ yes

**Current postal address if different from premises address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address (optional)**

**(B) DETAILS OF OTHER APPLICANT**

Name and address
Telephone number (if any)
E-mail address (optional)

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address

Sharan Dadwal – Environmental Health Officer (Citizen & Consumer Protection)  
Sandwell Metropolitan Borough Council  
P.O. Box 2374, Sandwell Council House  
Oldbury, West Midlands, B69 3DE

Telephone number (if any)

07876 478859

E-mail address (optional)

[sharan\\_dadwal@sandwell.gov.uk](mailto:sharan_dadwal@sandwell.gov.uk)

**This application to review relates to the following licensing objective(s)**

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

**Please state the ground(s) for review (please read guidance note 2)**

This application is being made because we have grounds to believe that the licence holder is not promoting, nor being able to uphold the following licensing objective:

- Prevention of Public Nuisance;

As the licence holder and designated premises supervisor Mr Collins is responsible for the day to day management of The Regis. Furthermore, irrespective of the licensing regime, the license holder must be able to uphold all the licensing objectives.

In summary, the premises have been subject to ongoing noise complaints since 21 January 2022 and the license holder, Mr Gareth Collins has although provided assurance, failed to demonstrate any intention of working towards resolving the matter.

A public nuisance is something which is unreasonable and causes substantial interference in the use and enjoyment of a person's property. It is much more than just an annoyance or being aware of something. Therefore, if in close proximity to residential properties, pubs and clubs such as The Regis, should have strict noise control procedures in place so as not to cause such nuisances.

Ever since the very first complaint arose against The Regis, further complaints continue to be received by our Department every single week, following weekend entertainment at the venue. Our Department has received complaints directly from residents and complaints through local Councillors. Evidence received by our Department so far would suggest that Mr Collins has failed to comply with conditions on his premises licence intended to further the licensing objective relating to 'The prevention of public nuisance'.

Mr Collins has also been served with a noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 as the music emanating from his premises constitutes a Statutory Nuisance. Despite being advised repeatedly to control the nuisance, Mr Collins has demonstrated no acts of rectifying the situation and as a result, provides no confidence in doing so.

Since serving the Notice, further complaints and video footage, revealing noise nuisance from The Regis and parking issues, have been received by our Department from nearby residents. Therefore, these allegations of contraventions of the noise abatement notice are currently being investigated by Officers to determine appropriate enforcement action.

**Please provide as much information as possible to support the application** (please read guidance note 3)

The Regis has been subject to many complaints from nearby residents relating to noise nuisance caused by musical entertainment held there, and disorderly parking issues including complaints made via three separate Councillors. This matter has been under investigation since January 2022. Since receipt of these complaints, several conversations, including a face to face meeting have taken place with Mr Collins who has been offered advice both in writing and verbally. Also, in attendance at the face to face meeting were two Licencing Enforcement Officers (Andrew Price and Paul Franks) from Sandwell Metropolitan Borough Council and a Licencing Enforcement Police Officer (Nicola Stansbie). During the meeting, it was instantly recognised that work was required to effectively soundproof the fabric of the building in order to ensure the noise is retained within the building and so not to cause a nuisance. Alternative action could also be taken to reduce the volume levels of the entertainment. A follow up letter was sent to Mr Collins detailing the agreed steps to be taken, dated 4 February 2022 (appendix 2).

Since the complaints were received, Mr Collins has received advice and guidance when required with the aim of enabling him to be able to uphold the licensing objective.

Mr Collins has been advised that his premises is subject to a noise related complaint and that noise nuisance monitoring may take place. A letter dated 11 February 2022 (appendix 3) advises Mr Collins that he has a statutory duty to control excess noise from the premises and that failure to do so could result in formal action being taken against him.

As a follow-up to the letter sent on 11 February 2022, on 16 February 2022, two Environmental Health Officers from Citizen & Consumer Protection installed noise monitoring equipment in a nearby complainant's house in order to determine if there was evidence of statutory nuisance. The equipment was then collected on 8 March 2022 (see appendix 4 & 9). This data was then analysed (see appendix 10). Two examples of dB data analysis were selected at random:

- Example 1: Sat 19.02.22, 23:00 (60) dB (The Regis open)  
Sun 20.02.22, 04:00 (30) dB (The Regis closed)
- Example 2: Sat 05.02.22, 23:00 (68) dBa (The Regis open)  
Sun 06.02.22, 04:00 (38) dBa (The Regis closed)

*(It can be seen from the above examples in both cases that the difference in dB noise levels between when The Regis was open and when it was closed was significant)*

Upon analysing this data and considering previous evidence it was established that a statutory noise nuisance was being caused by the premises for nearby local residents (see appendix 15).

In addition, two Environmental Health Officers undertook monitoring outside the premises and recorded personal observations on 19 February 2022 (see appendix 5 & 6) and 26 February 2022 (see appendix 7 & 8).

We had substantiated a Statutory Nuisance (in accordance with the Environmental Protection Act 1990, Sections 79 and 80) and so a 12-day deferral letter, dated 8 April 2022 was sent - one to Gareth Collins personally and one to the Company Secretary at Regis Events Ltd. It warned Mr Collins that unless the nuisance was abated, or at least plans put in place to do so, it is our intention to serve an Abatement Notice (under Section 80 of the Environmental Protection Act 1990) after the 12-day period (see appendix 11).

In response to this deferral letter, dated 8 April 2022, we received an email on behalf of Mr Collins from Mr James Jewry, an Acoustic Consultant working on behalf of Gareth Collins and Regis Events Ltd on 11 April 2022. Mr Jewry had several queries regarding the type of equipment we use and the criteria we follow. Although some of the queries were answered, some were not as he was requesting confidential information. Furthermore, Mr Jewry did not suggest any ways in which they intended to resolve the issues. Nor did I hear from him again (see appendix 12). During this period further complaints had been received from the complainants in relation to nuisance caused by the noise.

On 20 April 2022 the Abatement Notice was served with a covering letter to Gareth Collins at The Regis, 152 Reddal Hill Rd, Cradley Heath B64 5JJ. One was served to Gareth Collins personally and one to the Company Secretary at Regis Events Ltd. Accompanying Environmental Health Officer, Sharan Dadwal were: Paul Franks and Andy Price (Licensing Enforcement Officers – Sandwell Metropolitan Borough Council) and Police Officers – Andrew Cleaver & Claire Van Luinen (see appendix 13). Since serving the Notice, further complaints have been received from the complainants in relation to nuisance caused by the noise and disorderly parking issues.

On 26 April, Mr Collins emailed our Department asking how to appeal the Abatement Notice. He was directed towards the appeal instructions and advised to seek legal advice (see appendix 14).

In addition to the above information, below is a record of all the complainant's logs with the Environmental Health Department. It shows when the complainant's contacted the Council (via Environmental Health Officer, Sharan Dadwal) and what they submitted – the information can be obtained upon request.

**Complainant 1** (SR: 207704)

21.01.22	Complaint received
25.01.22	Sharan Dadwal phoned C to obtain further information
28.01.22	Sharan Dadwal phoned C to update him following phone conversation with Mr Collins (from 27.01.22)
07.02.22	Phone call from C with further noise complaints
09.02.22	Noise monitoring forms sent to C for completion (not returned)

10.02.22	Phone call from C with further noise complaints
<b>Complainant 2 (SR: 207764)</b>	
24.01.22	Complaint received
25.01.22	Sharan Dadwal phoned C to obtain further information
28.01.22	Sharan Dadwal phoned C to update him following phone conversation with Mr Collins (from 27.01.22)
31.01.22	Phone call from C with further noise complaints
04.02.22	Phone call from C with further noise complaints
07.02.22	Phone call from C with further noise complaints and said he had to contact the police over the weekend due to guests leaving The Regis at closing time – anti-social behaviour
08.02.22	Phone call from C with further noise complaints
09.02.22	Noise monitoring forms sent to C for completion
15.02.22	Phone call from C to discuss noise issues from The Regis
23.02.22	Completed noise monitoring form emailed through to Sharan Dadwal
24.02.22	Message from C asking for any updates
10.03.22	Log of anti-social behaviour from The Regis guests emailed to Sharan Dadwal
14.03.22	Further Log of anti-social behaviour from The Regis guests emailed to Sharan Dadwal
14.03.22	Completed noise monitoring form emailed through to Sharan Dadwal
15.03.22	Phone call from C asking for update and discussing issues further
24.03.22	Message from C asking when the Abatement Notice will be served
27.03.22	Message from C complaining about the noise issues this weekend
04.04.22	Message sent to Sharan Dadwal about noise disturbance from weekend
19.04.22	Noise monitoring form sent through to Sharan Dadwal
25.04.22	Noise monitoring form sent through to Sharan Dadwal
02.05.22	Noise monitoring form sent through to Sharan Dadwal
<b>Complainant 3 (SR: 207782)</b>	
24.01.22	Complaint received
25.01.22	Sharan Dadwal phoned C to obtain further information
26.01.22	C emailed through to Sharan Dadwal images of sound system, future events and video footage of event complained about
28.01.22	Sharan Dadwal phoned C to update him following phone conversation with Mr Collins (from 27.01.22)
31.01.22	C phoned Sharan Dadwal to complain about anti-social behaviour of Regis guests and inconsiderate parking
09.02.22	Noise monitoring forms sent to C for completion
16.02.22	Visited C's home to install NME with Helen Brimelow
19.02.22	C sent footage to Sharan Dadwal of ASB from The Regis guests
08.03.22	Visited C's home to collect NME with Helen Brimelow
12.03.22	Image sent to Sharan Dadwal showing inconsiderate care

parking  
 14.03.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 19.03.22 Image sent to Sharan Dadwal of future events at The Regis  
 21.03.22 Image sent to Sharan Dadwal showing advertisement of sporting match event  
 28.03.22 Image sent to Sharan Dadwal showing event for 25.06.22 from 1pm-1am  
 28.03.22 Image sent to Sharan Dadwal showing further parking issues  
 04.04.22 Footage sent to Sharan Dadwal showing disturbances from 02/03 April 2022  
 03.05.22 Footage sent to Sharan Dadwal of weekend 30 April 2022/01 May 2022 – loud music and parking issues

**Complainant 4** (SR: 208142)

31.01.22 Complaint received  
 01.02.22 Sharan Dadwal phoned C to obtain further information  
 07.02.22 C phoned Sharan Dadwal to complain about the noise from The Regis  
 09.02.22 C phoned Sharan Dadwal to discuss noise issue from The Regis  
 09.02.22 Noise monitoring forms sent to C for completion  
 11.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 23.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 25.02.22 C phoned Sharan Dadwal to complain about noise and anti-social behaviour  
 28.02.22 C phoned Sharan Dadwal to complain about noise and anti-social behaviour of Regis guests  
 01.03.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 07.03.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 14.03.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 26.04.22 Noise monitoring form sent through to Sharan Dadwal

**Complainant 5** (SR: 208250)

01.02.22 Complaint received  
 02.02.22 Sharan Dadwal phoned C to obtain further information  
 09.02.22 Noise monitoring forms sent to C for completion  
 23.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 11.03.22 Completed noise monitoring form emailed through to Sharan Dadwal

**Complainant 6** (SR: 208388)

03.02.22 Complaint received  
 10.02.22 Sharan Dadwal emailed Cllr response to Shane (no Constituent

response as C was anonymous)

**Complainant 7** (SR: 208419)

03.02.22 Complaint received  
 04.02.22 Sharan Dadwal phoned C to obtain further information  
 09.02.22 Noise monitoring forms sent to C for completion  
 10.02.22 Sharan Dadwal emailed Cllr and Constituent response to Shane  
 28.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 07.04.22 Email from C to Sharan Dadwal asking for update  
 30.04.22 Email from C to Sharan Dadwal complaining about weekend 30 April 2022 – noise and Caribbean Kitchen vehicle blocked his driveway – image provided.

**Complainant 8** (SR: 208436)

03.02.22 Complaint received  
 04.02.22 Sharan Dadwal phoned C to obtain further information  
 09.02.22 Noise monitoring forms sent to C for completion  
 10.02.22 Sharan Dadwal emailed Cllr and Constituent response to Shane  
 28.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 07.04.22 Email from C to Sharan Dadwal asking for update  
 30.04.22 Email from C to Sharan Dadwal complaining about weekend 30 April 2022 – noise and Caribbean Kitchen vehicle blocked his driveway – image provided.

**Complainant 9** (SR: 208504)

04.02.22 Complaint received  
 09.02.22 Sharan Dadwal phoned C to obtain further information  
 09.02.22 Noise monitoring forms sent to C for completion  
 23.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
 14.03.22 C emailed Sharan Dadwal footage of ASB from alleged The Regis guests  
 14.03.22 Completed noise monitoring form emailed through to Sharan Dadwal

**Complainant 10** (SR: 210742)

16.03.22 Complaint received  
 18.03.22 Sharan Dadwal phoned C to obtain further information  
 (C said he did not want to get involved in anything further)

**Please tick ✓ yes**

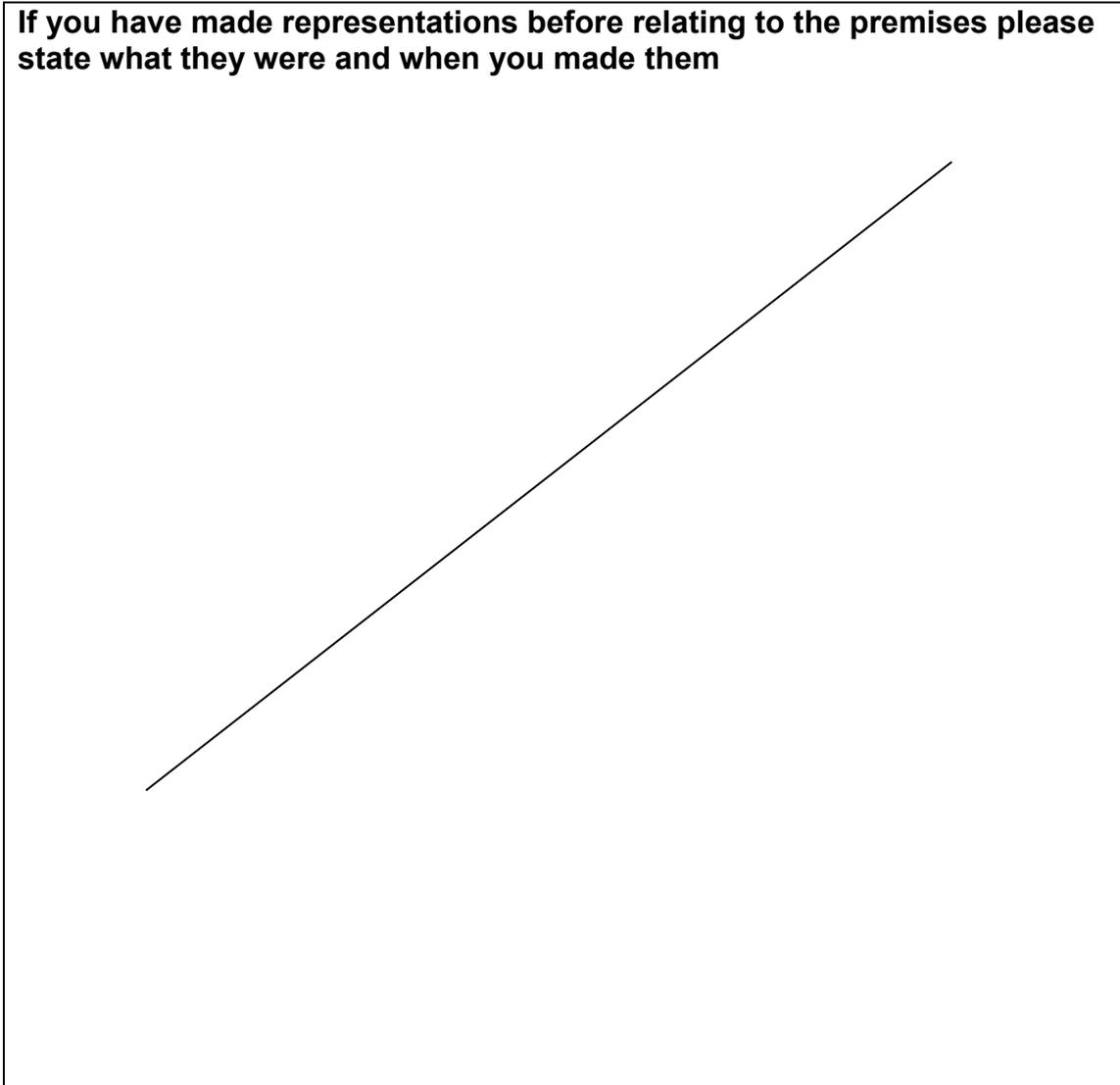
Have you made an application for review relating to the premises before

If yes please state the date of that application

Day Month Year

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**If you have made representations before relating to the premises please state what they were and when you made them**



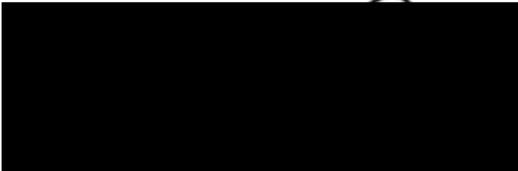
**Please tick ✓ yes**

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.**

**Part 3 – Signatures** (please read guidance note 4)

**Signature of applicant or applicant’s solicitor or other duly authorised agent** (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature 

Date 10 May 2022

Capacity ENVIRONMENTAL HEALTH OFFICER (CITIZEN & CONSUMER PROTECTION)

<b>Contact name (where not previously given) and postal address for correspondence associated with this application</b> (please read guidance note 6)	
SHARAN DADWAL	
Sandwell Metropolitan Borough Council P.O. Box 2374, Sandwell Council House Oldbury, West Midlands, B69 3DE	
<b>Post town</b> OLDBURY, WEST	<b>Post Code</b> B69 3DE

MIDLANDS	
<b>Telephone number (if any)</b> 07876 478859	
<b>If you would prefer us to correspond with you using an e-mail address</b> <b>your e-mail address (optional)</b> <a href="mailto:sharan_dadwal@sandwell.gov.uk">sharan_dadwal@sandwell.gov.uk</a>	

### Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

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**PREMISES LICENCE - LICENSING ACT 2003**

**PART A – RE-ISSUE 12 MAY 2022**

DATE OF GRANT	<b>10 November 2005</b>	PREMISES LICENCE NUMBER:	<b>05/008555/LAPREM</b>
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**Part 1 – Premises details**

Postal address of premises	<b>The Regis Redall Hill Road Cradley Heath B64 5JJ</b>
Telephone Number	<b>01384 569 019</b>

Name of premises licence holder	<b>Mr Gareth Collins</b>
Address	<b>73 Bridgenorth Road Wollaston Stourbridge DY8 3PZ</b>
Telephone number	-
Email address	<b>caribbeankitchenltd@gmail.com</b>
Registered number of holder (e.g. Company/Charity)	-

Name of Designated Premises Supervisor	<b>David John Mundon</b>
Personal Licence Number	<b>DY/50/0158</b>
Issuing Authority	<b>Dudley Metropolitan Borough Council</b>

Where the licence is time limited the dates	-
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State whether access to the premises by children is restricted or prohibited	-
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**Part 2**

<b>LICENSABLE ACTIVITIES</b>	
<b>Licensable activities authorised by the licence</b>	<b>The times the licence authorises the carrying out of licensable activities</b>
Plays Indoor Sporting Events Boxing or Wrestling Live music Recorded music Performances of dance Provision of facilities for making music Provision of facilities for dancing Late Night Refreshment Supply of alcohol	<p><b>0900 – 0130 Monday to Sunday</b></p> <p><b>On New Years eve these hours may be extended from the end of licensed hours on New Years Eve to the start of licensed hours on New Years Day.</b></p>
Opening hours of the premises	<p><b>0900 – 0130 Monday to Sunday</b></p> <p><b>On New Years eve these hours may be extended from the end of licensed hours on New Years Eve to the start of licensed hours on New Years Day.</b></p>
All above licensed activities	<p><b>Where this licence permits licensable activities after 0100, on the day on which British Summer Time begins. The licensed hours are extended at the end of licensed hours by one hour on that day.</b></p>

**General Licensing Team**  
 Regulated Services, Borough Economy  
 Sandwell Council House, PO Box 2374  
 Oldbury, B69 3DE

**Mandatory Conditions**  
**Section 19 Licensing Act 2003**

- 1. No supply of alcohol may be made under the licence (a) at a time when there is no designated premises supervisor (DPS) in respect of the licence, or (b) at a time when the DPS does not hold a personal licence or that licence is suspended**
- 2. Every supply of alcohol under the licence must be made or authorised by a person who holds a personal licence**
- 3. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.**  
**(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—**
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—**
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or**
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);**
  - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;**
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;**
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;**
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).**
- 4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.**
- 5. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.**  
**(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.**  
**(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—**

**(a) a holographic mark, or**

(b) an ultraviolet feature.

6. The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.”

**These conditions apply to all relevant premises licences and all relevant club premises certificates only authorising consumption of alcohol off the premises**

1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

This applies to all premises where alcohol is sold or supplied for consumption on or off the premises.

7. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

For the purposes of the condition set out in paragraph 1—

(a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(a);

(b) “permitted price” is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

(i) P is the permitted price,

(ii) D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence—

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

- (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994(a).

Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

(1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

**Conditions consistent with the Operating Schedule**

**Conditions Converted from Public Entertainment Licence**

**Maximum occupancy – 500 persons**

**Licensee statement of operating schedule.**

**General**

**The Premises Licence holder shall comply with the local authority guidelines for licensing objectives. all events are supervised by competent staff at all times.**

**The prevention of crime and disorder**

**Work within the local authority guidelines and policies regarding crime and disorder, also crime prevention meetings take place at Regis with local police once per month on average.**

**Public Safety**

**Security and fire safety are of paramount importance to us, we comply with Local Authority guidelines.**

**The Prevention of public nuisance**

**Staff monitors noise levels and behaviour of guests using the premises when leaving and during functions.**

**The Protection of children from harm**

**The Premises licence holder shall ensure children are only permitted with an adult who is responsible for them.**

**Some entertainment is advertised for over 18s only, on these evenings only person over 18 are allowed entrance. Other times children are only allowed entrance accompanied at all times with a parent or guardian.**

**Conditions attached after a hearing by the licensing authority**

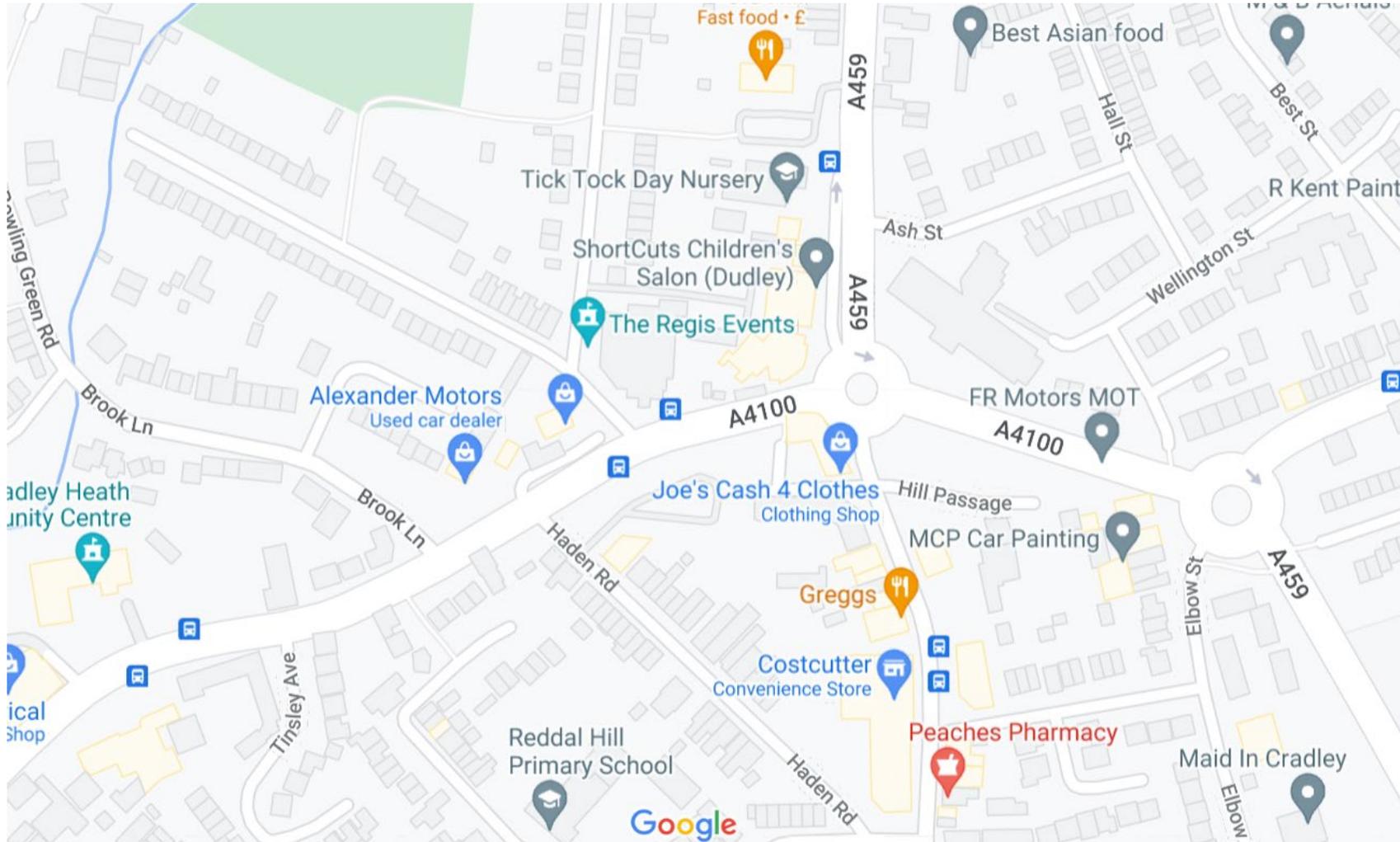
**NONE**

**Plans**

The plan attached to this licence is held by Sandwell MBC

### Appendix 3 – Location Plan

The Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ



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## THE REGIS – Chronological Notes

27.01.22 Sharan Dadwal made a phone call to The Regis following a few complaints received by this department. Spoke with Gareth Collins advising him of complaints and establishing more about the situation.

*(see case 207704, item 5)*

04.02.22 Visit to The Regis:

- Sharan Dadwal
- Nicola Stansbie (Police Licensing Officer)
- Andrew Price & Paul Franks (Licensing Enforcement Officers - SMBC)

Where we met with:

- Claire Shayle (Manager – The Regis)
- Gareth Collins (Manager – The Regis)
- Jay Webley (Sound System Manager – The Regis)

We spoke to Claire, Gareth and Jay about the noise complaints made and discussed ways in which the problem can be managed. They agreed to put in steps control methods.

*(see Appendix 1)*

04.02.22 Letter sent to The Regis stating agreed action plan following visit.

*(see Appendix 2)*

11.02.22 Letter sent to The Regis informing them of our intention to gather evidence with a view to take enforcement action

*(see Appendix 3)*

16.02.22 Sharan Dadwal and Helen Brimelow visited [REDACTED] (complainant) home at [REDACTED] to install NME.

*(see Appendix 4)*

19.02.22 Sharan Dadwal and Surveen Chahal visited the area of The Regis and parked outside on Highland Road (Sharan Dadwal) and Hickman's Avenue (Surveen Chahal) to make observations regarding the noise complaints from The Regis.

*(see Appendix 5 & 6)*

26.02.22 Sharan Dadwal and Surveen Chahal visited the area of The Regis and parked outside on Highland Road (Sharan Dadwal) and Hickman's Avenue (Surveen Chahal) to make observations regarding the noise complaints from The Regis.

*(see Appendix 7 & 8)*

08.03.22 Sharan Dadwal and Helen Brimelow visited [REDACTED] (complainant) home at [REDACTED] to collect NME.

*(see Appendix 7)*

*(see Appendix 8)*

08.04.22 Sharan Dadwal sent 12-day deferral letter – one to Gareth Collins personally and one to the Company Secretary at Regis Events Ltd. Sent by recorded delivery and emailed. Cc'd to Shane Middleton, Nicola Stansbie, Paul Franks and Andy Price.

*(see Appendix 11)*

- 08.04.22 Sharan Dadwal contacted [REDACTED] – Landlord of The Regis. Spoke with [REDACTED] who originally dealt with the lease. I spoke with [REDACTED] about the current situation and he said he will also contact Gareth as he is not happy with this.
- 11.04.22 Sharan Dadwal - attended West Bromwich Police Station where I had a meeting with Nicola Stansbie and two Complainant's from The Regis – [REDACTED]. We discussed where we are at now and the proposed service of the Abatement Notice and the Licence Review Application.
- 11.04.22 Sharan Dadwal received email from James Jewry (Acoustic Consultant) on behalf of Gareth Collins at The Regis with a few queries. Attempted to obtain confidential information.
- 19.04.22 Sharan Dadwal replied to James Jewry's email, answering the questions raised in his email. *(see Appendix 12)*
- 20.04.22 Sharan Dadwal served the Abatement Notice with a covering letter to Gareth Collins at The Regis, 152 Reddal Hill Rd, Cradley Heath B64 5JJ. One was served to Gareth Collins personally and one on the Company Secretary at Regis Events Ltd. Also accompanying me were: Paul Franks, Andy Price and Police Officers – Andrew Cleaver & Claire Van Luinen. *(see Appendix 13)*
- 26.04.22 Email sent to Sharan Dadwal from Gareth Collins (The Regis) asking how he can appeal the Abatement Notice. Sharan Dadwal replied – directing Gareth to the guidance attached to the Notice and advising him to seek legal advice. *(see Appendix 14)*
- 26.04.22 Email sent to Sharan Dadwal from Gareth Collins (The Regis) advising that they have decided to take drastic steps to take down their music system from 18 speaker boxes to 6 speaker boxes. *(see Appendix 15)*
- 11.05.22 Licence Review Application sent to License Department. Also served by hand to License Holder of The Regis, Gareth Collins with cover letter with an explanation (also present were Paul Franks and Andy Price – although they did not get involved in the conversation as they work in the Licensing Dept. Also sent to all relevant Responsible Authorities on same day. *(Appendix 17)*
- 20.05.22 Shane Middleton visited the area of The Regis (10pm – 10.15pm) – parked opposite The Regis. *(Appendix 18)*
- 27.05.22 Sharan Dadwal and Surveen Chahal visited the area of The Regis and parked outside on Highland Road (Sharan Dadwal) and Hickman's Avenue (Surveen Chahal) to make observations regarding the noise complaints from The Regis. *(Appendix 18)*
- 28.05.22 Sharan Dadwal and Surveen Chahal visited the area of The Regis and parked outside on Highland Road (Sharan Dadwal) and Hickman's Avenue (Surveen Chahal) to make observations regarding the noise complaints from The Regis.

- (Appendix 18)*
- 31.05.22 Helen Brimelow visited a complainant's home at [REDACTED] to install noise monitoring equipment.
- 03.06.22 Shane Middleton visited the area of The Regis on Friday 3 June 2022 (23.10- 23. 55 pm) and parked outside The Regis.
- (Appendix 18)*
- 04.06.22 Surveen Chahal visited the area of The Regis and parked outside to make observations regarding the noise complaints from The Regis.
- (Appendix 18)*
- 06.06.22 Helen Brimelow visited a complainant's home at [REDACTED] to collect the noise monitoring equipment.
- 10.06.22 Shane Middleton and Helen Brimelow are to undertake further monitoring outside The Regis tonight.

### Complainants

1. *(SR: 207704)*
  - 21.01.22 Complaint received
  - 25.01.22 Sharan Dadwal phoned C to obtain further information
  - 28.01.22 Sharan Dadwal phoned C to update him following phone conversation with Mr Collins (from 27.01.22)
  - 07.02.22 Phone call from C with further noise complaints
  - 09.02.22 Noise monitoring forms sent to C for completion (not returned)
  - 10.02.22 Phone call from C with further noise complaints
  
2. *(SR: 207764)*
  - 24.01.22 Complaint received
  - 25.01.22 Sharan Dadwal phoned C to obtain further information
  - 28.01.22 Sharan Dadwal phoned C to update him following phone conversation with Mr Collins (from 27.01.22)
  - 31.01.22 Phone call from C with further noise complaints
  - 04.02.22 Phone call from C with further noise complaints
  - 07.02.22 Phone call from C with further noise complaints and said he had to contact the police over the weekend due to guests leaving The Regis at closing time – anti-social behaviour
  - 08.02.22 Phone call from C with further noise complaints
  - 09.02.22 Noise monitoring forms sent to C for completion
  - 15.02.22 Phone call from C to discuss noise issues from The Regis
  - 23.02.22 Completed noise monitoring form emailed through to Sharan Dadwal
  - 24.02.22 Message from C asking for any updates
  - 10.03.22 Log of anti-social behaviour from The Regis guests emailed to Sharan Dadwal

- 14.03.22 Further Log of anti-social behaviour from The Regis guests emailed to Sharan Dadwal
  - 14.03.22 Completed noise monitoring form emailed through to Sharan Dadwal
  - 15.03.22 Phone call from C asking for update and discussing issues further
  - 24.03.22 Message from C asking when the Abatement Notice will be served
  - 27.03.22 Message from C complaining about the noise issues this weekend
  - 04.04.22 Message sent to Sharan Dadwal about noise disturbance from weekend
  - 19.04.22 Noise monitoring form sent through to Sharan Dadwal
  - 25.04.22 Noise monitoring form sent through to Sharan Dadwal
  - 02.05.22 Noise monitoring form sent through to Sharan Dadwal
  - 09.05.22 Noise monitoring forms sent through to Sharan Dadwal from wkend 6/7/8 May 2022
  - 09.05.22 Video footage sent through of Regis
  - 17.05.22 Noise monitoring forms sent through to Sharan Dadwal
  - 20.05.22 Further complaint by complainant regarding noise from The Regis
3. (SR: 207782)
- 24.01.22 Complaint received
  - 25.01.22 Sharan Dadwal phoned C to obtain further information
  - 26.01.22 C emailed through to Sharan Dadwal images of sound system, future events and video footage of event complained about
  - 28.01.22 Sharan Dadwal phoned C to update him following phone conversation with Mr Collins (from 27.01.22)
  - 31.01.22 C phoned Sharan Dadwal to complain about anti-social behaviour of Regis guests and inconsiderate parking
  - 09.02.22 Noise monitoring forms sent to C for completion
  - 16.02.22 Visited C's home to install NME with Helen Brimelow
  - 19.02.22 C sent footage to Sharan Dadwal of ASB from The Regis guests
  - 08.03.22 Visited C's home to collect NME with Helen Brimelow
  - 12.03.22 Image sent to Sharan Dadwal showing inconsiderate care parking
  - 14.03.22 Completed noise monitoring form emailed through to Sharan Dadwal
  - 19.03.22 Image sent to Sharan Dadwal of future events at The Regis
  - 21.03.22 Image sent to Sharan Dadwal showing advertisement of sporting match event
  - 28.03.22 Image sent to Sharan Dadwal showing event for 25.06.22 from 1pm-1am
  - 28.03.22 Image sent to Sharan Dadwal showing further parking issues
  - 04.04.22 Footage sent to Sharan Dadwal showing disturbances from 02/03 April 2022
  - 03.05.22 Footage sent to Sharan Dadwal of weekend 30 April 2022/01 May 2022 – loud music and parking issues
  - 26.05.22 Footage sent to Sharan Dadwal showing loud music from The Regis
  - 30.05.22 Footage sent to Sharan Dadwal showing loud music from The Regis
4. (SR: 208142)
- 31.01.22 Complaint received
  - 01.02.22 Sharan Dadwal phoned C to obtain further information

- 07.02.22 C phoned Sharan Dadwal to complain about the noise from The Regis
- 09.02.22 C phoned Sharan Dadwal to discuss noise issue from The Regis
- 09.02.22 Noise monitoring forms sent to C for completion
- 11.02.22 Completed noise monitoring form emailed through to Sharan Dadwal
- 23.02.22 Completed noise monitoring form emailed through to Sharan Dadwal
- 25.02.22 C phoned Sharan Dadwal to complain about noise and anti-social behaviour
- 28.02.22 C phoned Sharan Dadwal to complain about noise and anti-social behaviour of Regis guests
- 01.03.22 Completed noise monitoring form emailed through to Sharan Dadwal
- 07.03.22 Completed noise monitoring form emailed through to Sharan Dadwal
- 14.03.22 Completed noise monitoring form emailed through to Sharan Dadwal
- 26.04.22 Noise monitoring form sent through to Sharan Dadwal
- 26.05.22 Email sent to other Council members (Sharan Dadwal CC'd) from complainant asking why immediate action has not been taken against breaches of Abatement Notice
- 26.05.22 Completed noise monitoring forms emailed through to Sharan Dadwal
- 06.06.22 Email sent from Shane Middleton to Gareth Collins (license holder at The Regis warning him about continued breaches against Abatement Notice
- 07.06.22 Completed noise monitoring forms emailed through to Sharan Dadwal
  
- 5. (SR: 208250)
- 01.02.22 Complaint received
- 02.02.22 Sharan Dadwal phoned C to obtain further information
- 09.02.22 Noise monitoring forms sent to C for completion
- 23.02.22 Completed noise monitoring form emailed through to Sharan Dadwal
- 11.03.22 Completed noise monitoring form emailed through to Sharan Dadwal
  
- 6. (SR: 208388) *(Complaint made via Cllr)*
- 03.02.22 Complaint received
- 10.02.22 Sharan Dadwal emailed Cllr response to Shane (no Constituent response as C was anonymous)
  
- 7. (SR: 208419) *(Complaint made via Cllr)*
- 03.02.22 Complaint received
- 04.02.22 Sharan Dadwal phoned C to obtain further information
- 09.02.22 Noise monitoring forms sent to C for completion
- 10.02.22 Sharan Dadwal emailed Cllr and Constituent response to Shane
- 28.02.22 Completed noise monitoring form emailed through to Sharan Dadwal
- 07.04.22 Email from C to Sharan Dadwal asking for update
- 03.05.22 Email from C to Sharan Dadwal complaining about weekend 30 April 2022 – noise and Caribbean Kitchen vehicle blocked his driveway – image provided.
  
- 8. (SR: 208436) *(Complaint made via Cllr)*
- 03.02.22 Complaint received

04.02.22 Sharan Dadwal phoned C to obtain further information  
09.02.22 Noise monitoring forms sent to C for completion  
10.02.22 Sharan Dadwal emailed Cllr and Constituent response to Shane  
28.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
07.04.22 Email from C to Sharan Dadwal asking for update  
03.05.22 Email from C to Sharan Dadwal complaining about weekend 30 April 2022 – noise and Caribbean Kitchen vehicle blocked his driveway – image provided.

9. (SR: 208504)

04.02.22 Complaint received  
09.02.22 Sharan Dadwal phoned C to obtain further information  
09.02.22 Noise monitoring forms sent to C for completion  
23.02.22 Completed noise monitoring form emailed through to Sharan Dadwal  
14.03.22 C emailed Sharan Dadwal footage of ASB from alleged The Regis guests  
14.03.22 Completed noise monitoring form emailed through to Sharan Dadwal

10. (SR: 210742)

16.03.22 Complaint received  
18.03.22 Sharan Dadwal phoned C to obtain further information  
(C said he did not want to get involved in anything further)



20 May 2022 (22:00h)



03 June 2022



03 June 2022



03 June 2022

*Photos taken by Shane Middleton outside The Regis – parked on Highland Road*

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## **SHARAN DADWAL (Environmental Health Officer)**

Sat 19 February 2022

*Visited the vicinity in the evening with EHO, Surveen Chahal. I parked up outside 2a Highland Road - vehicle doors and windows were shut. 21:56 hours - music clearly audible - I could hear the voice of the DJ but could not make out the words. Could hear the beats. Time is 22:13 hours - type of music now changed - quicker beats and bass is more noticeable and vibration can be felt as I am sitting in my vehicle. Pace of music and type of music seems to be changing every 6-7 minutes, including beats and bass. Leaving location at 22:45 hours.*

Sat 26 February 2022

*Visited the vicinity in the evening with EHO, Surveen Chahal. I parked up outside 2a Highland Road - vehicle doors and windows were shut. Time was 21:44 and upon arrival it was fairly quiet. There were only few vehicles parked on nearby roads. Some guests to premises gathered outside main entrance talking and smoking. Music emanating from premises was just about audible and lighting inside was just visible - unlike last week when it was brighter inside. Police van arrived and parked outside premises main entrance at 22:05 - about 6-7 officers entered premises and then left premises at 22:15. 22:16 - bass is now audible and has gradually quickened pace. A few guests now arriving. Leaving site at 22:45.*

Fri 27 May 2022

*Attended with Surveen Chahal - outside The Regis. Arrived at 22.27h and parked up in my vehicle with windows and doors closed. Man's voice audible, on the microphone intermittently coming from inside of building. 22.54h music and bass audible, vibration felt. Police drove past at 23.13h. Music still continuing at 23.15 - audible. Leaving at 23.30. In my opinion, this does amount to a Statutory Noise Nuisance.*

Sat 28 May 2022

*Visited the area with EHO Surveen Chahal and parked up outside The Regis - outside number 2 Highland Rd. Parked up in my vehicle with all windows and doors closed. Could clearly hear the music with bass and feel the vibration as soon as I arrived. Gareth Collins was outside with a few other people on my arrival and he looked towards my vehicle and I think he may have recognised me - he was aware that we were going to be monitoring. Music was not turned down as a result. Witnessed a club guest urinating behind his vehicle - on the road - and then entering his vehicle and driving to the entrance of The Regis, where he parked up. 23.10 Surveen and I left the vicinity as music had quietened down slightly as we wanted to see if it would get louder once we were gone. We returned 10 minutes later and music had increased with bass and vibration could be felt. Left at midnight. In my opinion, this does amount to a Statutory Noise Nuisance.*

## **SURVEEN CHAHAL (Environmental Health Officer)**

Sat 19 February 2022

*Visited the vicinity in the evening with EHO, Sharan Dadwal. Arrived at 9.45pm and parked up across the road from 2 Hickman's Avenue – and my vehicle doors and windows were shut. The music and bass were clearly audible but not too loud. Lots of people outside the main entrance smoking. 10.12pm – bass increased, hard and continuous drumming noise – for 2-3 minutes. Changed to loud recorded music, audible in my car. Bass picked up – 10.19pm, 3-4 taxis pulled up – very noisy. Doorman on site. Notable tunes, vibration felt.*

Sat 26 February 2022

*Visited the vicinity in the evening with EHO, Sharan Dadwal. Much quieter than my visit last Saturday but can still hear bass. A few people outside. 10.05pm – 10.15pm police arrived, and seven officers went inside the building. Police left after 30 minutes.*

Fri 27 May 2022/Sat 28 May 2022

*Visited the vicinity with EHO, Sharan Dadwal. Bass, music and vocals audible.*

Sat 04 June 2022

*Visited the vicinity in the evening. This is the quietest it has been, but I could hear a low-level bass. Staff were smoking at the side of the building for approximately 5 minutes and talking loudly which was audible but then went in. I was monitoring for approximately 1hr 10mins and throughout my stay, the music and bass were definitely audible and continuous.*

**SHANE MIDDLETON (Senior Environmental Health Officer)**

*Visited Friday 3 June 2022 (23.10 - 23.55pm) outside The Regis.*

*Monitoring from car, front windows open.*

*Bass music audible reverberating through building fabric and windows, audible throughout visit. No vocals audible.*

*Also, audible traffic noise, visiting patrons, adjacent high street, passing emergency vehicles /sirens on two occasions.*

*During time monitoring, reduction in traffic levels, bass noise more discernible.*

*In the opinion of the Officer in contravention of the abatement notice EPA 90, to determine noise levels from Noise Monitoring Equipment installed over weekend at residential property*

*Location 1 2310-23.32*



*Location - 23.32-23.55pm outside Regis*

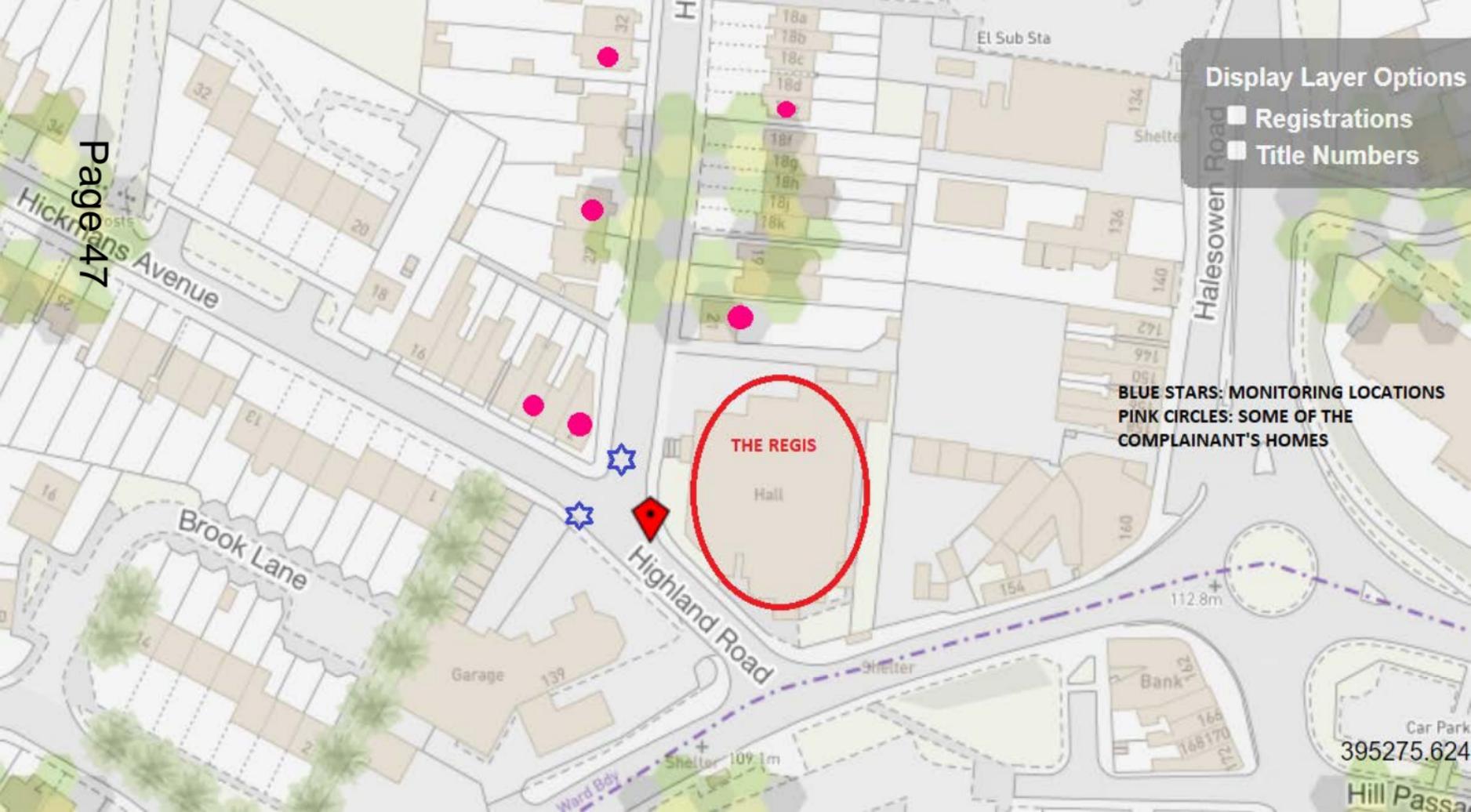


*Visited Friday 20/05 2022 Regis (10.00pm to 10.15 pm)*

*Parked opposite The Regis*

*Music faintly audible from premises, patrons arriving, cars parking, general traffic noise from adjacent main road*





Display Layer Options

- Registrations
- Title Numbers

BLUE STARS: MONITORING LOCATIONS  
PINK CIRCLES: SOME OF THE  
COMPLAINANT'S HOMES

THE REGIS

Hall

395275.624

Hill Pass

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Points Raised	Actions Taken	Additional actions to take	Appendix
<b>Noise Nuisance</b>			
<p>Since serving the Notice, further complaints and video footage, revealing noise nuisance from The Regis and parking issues, have been received by our Department from nearby residents. Therefore, these allegations of contraventions of the noise abatement notice are currently being investigated by Officers to determine appropriate enforcement action.”</p>	<p>In relation to the issues surrounding ‘noise nuisance’ Gareth and the sound engineer has since reduced the sound system by nearly 70% - by reducing the amount of speakers from to</p> <p>In relation to this Gareth has also asked what is an appropriate DB threshold for the area the Regis situates to ensure that this is tracked and the noise levels do not go above.</p> <p>Upon discussions with sound professionals and querying with the council around the appropriate sound levels it has been advised that 70 db is appropriate.</p> <p>Within the information provided by Sharan, it states the DB recorded on 19.02.22 was that of 60db – we have been advised that this is the same db as a conversation between a group of people. Also both examples show db recordings before 11.30pm – I would like to see what is recorded for after 11pm so we have some clarity, as the sound team are under strict instructions to reduce the levels of noise after 11pm.</p> <p>In relation to developing good relationships with the surrounding properties, Gareth and his team along with Claire have introduced themselves to the occupiers of the houses in close proximity and asked them to inform them if the noise is too loud or there are any issues as they want the persons to feel comfortable in doing so. A letter has also gone out to the close properties with a contact number on to contact if they feel the noise levels are too high and that the team will be more than happy to reduce noise.</p> <p>The team have also in the process of having sound proofing drapes fitted to the windows to reduce the sound.</p>	<p>We are still awaiting confirmation as to what is the expected and appropriate levels of DB within the area to ensure the monitors within the sound system does not exceed this DB.</p>	<p>Appendix 1 – letter to properties</p> <p>Appendix 2 – additional letters to properties</p>

<b>Parking issues</b>			
<p>Page 50</p> <p>Issues surrounding parking</p>	<p>All staff have been directed to be vigilant in directing patrons to ensure they are parking respectfully.</p> <p>There have been a number of posters displayed round the venue reminding patrons to ensure they are parked respectfully.</p> <p>Gareth and Claire have also published a video on their social media explaining to patrons where to park upon visiting and reminding them the importance of ensuring they are parking correctly.</p> <p>Claire has been in touch with Sandwell Council on numerous occasions to request the use of the large carpark opposite the venue which has been un used for a number of years.</p>	<p>Access to additional parking</p>	<p>Appendix 3 – posters</p> <p>Appendix 4 – social media post</p> <p>Appendix 5 – emails between Sandwell council and Claire Shayle</p>
<b>Anti Social Behaviour</b>			
<p>There have been some complaints of anti social behaviour</p>	<p>Unfortunately with all venues there will never be a consistent way to reduce and deterrent anti social behaviour.</p> <p>The Regis can control the happenings within the venue and will continue to do their utmost to support and reduce the risk of anti social behaviour but unfortunately they do not have the control of peoples actions.</p> <p>During every event the Regis uses security to ensure the premises and the patrons are safe.</p> <p>They are thorough and alert to any issues that may arise.</p> <p>Upon advice from 3<sup>rd</sup> parties the Regis have implemented an incident book which logs any incidents that occur on the premises.</p> <p>There have been posters displayed surrounding the venue encouraging patrons who are leaving the premises to be respectful to the neighbours.</p> <p>A social media post was also published on the Regis social media pages encouraging patrons to be respectful when leaving the venue otherwise if they were noted to be carrying out ‘anti social behaviour’ they will be banned from</p>		<p>Appendix 6 – poster</p> <p>Appendix 7 – Social media post</p>

	attending any future events at the Regis.		
<p>Project</p> <p>Sareth and his team unfortunately feel as though they have been targeted and exposed to prejudice due to the nature of the venues roots.</p> <p>Yes the Regis serves Caribbean food and hosts Drum and Bass nights but the Regis offers a range of diverse events that suit all age, recently they have hosted a children's event, are thriving with private bookings for parties and wakes for the older generation who are overwhelmed that the Regis a venue they frequented in their younger days is open.</p> <p>There are upcoming mind body and zen events along with fitness events to support people's health and wellbeing which is a must. They are an advocate for mental health and are putting on drop-in clinics for people experiencing depression to show support.</p> <p>With the right guidance and support The Regis will continue to grow.</p> <p>The Regis Team has continuously attempted to work with the neighbours and develop a relationship with them which has been rejected as someone stated " they don't want that kind round here" which we can only take on board as discriminative behaviour but this has not disheartened the team they have contiously tried to make bonds regardless.</p>			

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## Representation 1

**From:** [REDACTED]

**Sent:** 02 June 2022 20:12

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** My updated representation for regis hall/caribbean kitchen

I have been living at [REDACTED] for just over a year when the Caribbean Kitchen/Regis Events opened. I really did not know what to expect, I looked the Caribbean Kitchen/Regis Events up on Facebook and originally it seemed they were going to be a family orientated venue with children welcome at the events they had planned and at future events. The Caribbean Kitchen/Regis Events had their first event on Boxing Day evening and although customers were parking illegally on double yellows on Hickmans Avenue and Highland Road which was a nightmare, I could not really hear the volume of music from the venue.

Two weeks later, in early January 2022 I visited the Caribbean Kitchen/Regis Events with a friend of mine who was playing the venue as a DJ that evening, the sound system consisted of what was left and used by the previous owners of the Regis Hall and Banqueting Suite. This Sound System consisted of Two Mackie Top End-Mid Range Speakers and Two-Three Bass Bins which was more than adequate for that size of venue. I have been a DJ for 30 years and have been a DJ in various venues so have experience and knowledge of sound equipment. Whilst visiting the Caribbean Kitchen/Regis Events I spoke to a staff member called James (Jay), who identified himself as the Bar Manager, while speaking to him he informed me that there were going to have a new and better sound system installed; which he himself would be hiring out to the Caribbean Kitchen/Regis Events.

The week commencing the 17<sup>th</sup> January 2022, I saw pictures of this sound system being installed at the Caribbean Kitchen/Regis Events this consisted of Twenty-Two Top End-Mid Range and Bass Bin Speakers. From my experience as a DJ, a system that would be used at an outdoor festival event or nightclub. On 21<sup>st</sup> January 2022, the noise from the Caribbean Kitchen/Regis Events increased substantially with constant bass line rumbling and music from the minute the music started to the moment the venue closed. This particular evening, I did not sleep very well and was woken several times throughout the night. I was relieved when the Caribbean Kitchen/Regis Events seemed to finish on 22<sup>nd</sup> January at 01:30am. However, around 10 to 15 minutes later the music resumed and increased even louder. This continued until around 04:00am on 22<sup>nd</sup> January 2022. I decided to film some footage of this awful noise into the early hours of the morning. I noticed another resident who was also filming and invited him into my apartment. This resident told me that he was going to speak to the owner of the Caribbean Kitchen/Regis Events – Mr Gareth Collins, the following morning and unfortunately I could not attend with him, but I know that him and a group of residents spoke to Mr Collins.

I was informed that Mr Collins apologised, and he told residents that this would not happen again. This was not case the volume of music and bass continued until the early hours of Sunday 23<sup>rd</sup> January after the Caribbean Kitchen/Regis Events held another music event that Saturday evening.

The following week, the week commencing 24<sup>th</sup> January, I contacted Environmental Health with Sandwell Council and was contacted by a member of their team. This Council Officer informed me that they had received several complaints from other residents regarding the Caribbean Kitchen/Regis Events, as the noise continued over the coming weeks. I was also updated by the Council Officer that Mr Collins received a visit from Environmental Health and the Police Licensing Team, and they reportedly had drawn up a plan to resolve the resident's concerns. Following this, I was also informed that the Caribbean Kitchen/Regis Events would be

sending out a letter to residents to advise them of the measures they would be putting in place to resolve the issues. I did not receive this letter from the Caribbean Kitchen/Regis Events, and I am not aware of any of my neighbours in Hickmans Avenue who received a letter either. Since then, I have seen a copy of this letter from the Caribbean Kitchen/Regis Events which Mr Collins and his staff have barely complied with the minimum actions set out in it

The Caribbean Kitchen/Regis Events quickly turned from what was originally advertised as family orientated venue to a nightclub, which included hosting such events as a Drum and Bass night on Saturday 26<sup>th</sup> February 2022. Mr Collins had reassured residents in his letter that he would not book any further Drum and Bass events until the Caribbean Kitchen/Regis Events had adequately sound proofed the venue to host such events.

On Sunday 27<sup>th</sup> February 2022, myself and another resident went onto Hickmans Avenue due to the disruption and chaos caused from customers leaving the Caribbean Kitchen/Regis Events and vehicles playing loud music. They had attended the Drum and Bass evening which went on until 01:30am and Mr Collins and his staff had failed to ensure that customers were leaving in a peaceful manner in a residential area. Around 02:00am, myself and the resident spoke to Mr Collins and he could see the disruption caused and Mr Collins stated that he would not book any further Drum and Bass events. Prior to this, myself and the resident witnessed several urinating customers urinating in the streets and outside residents' houses. I have evidence of this which I sent to Environmental Health.

Since the event on 26<sup>th</sup> February 2022, even though Mr Collins promised residents that he would not book further Drum and Bass events, Mr Collins is now promoting three further Drum and Bass events with some of these events advertising over twenty DJ's playing the Caribbean Kitchen/Regis Events on a single night.

Every single weekend since 21<sup>st</sup> January 2022 has been a constant mixture of manic car parking, noisy behaviour from staff of the Caribbean Kitchen/Regis Events and customers and excessively music and bass. I have spent every Friday and Saturday night gathering evidence for Environmental Health and I cannot relax or rest on the only two days off from work. I have found that I have been very anxious at weekends and it is starting to impact upon my mental health. This has also affected my performance at work.

I have been informed that the Caribbean Kitchen/Regis Events received an Abatement Notice from Environmental Health on 20<sup>th</sup> April 2022, due to the excessive noise coming from the venue on a regular basis. Since this time, Mr Collins has opened another room in the Caribbean Kitchen/Regis Events with a separate sound system and DJ which had added to the noise and breaching the Abatement Notice.

Mr Collins is evidently trying to run a nightclub from a building that was built in the 1950s for cabaret acts, weddings and traditional music events and not envisaged for Drum and Bass, Garage, Hip Hop, and Jungle music, the Caribbean Kitchen/Regis Events is simply not suited for that type of event. Mr Collins is aware of the disruption these events are causing yet continues to book these events and him and his staff have no control over the crowds or noise. I feel that Mr Collins, the other named Licence Holders and any of his staff from the Caribbean Kitchen/Regis Events are not responsible, experienced or qualified professionals to hold any licence to serve the public, due to the way they acted since reopening the Regis Hall and Banqueting Suite on Social Media and how they have generally conducted themselves.



## **Representation 2**

**From:** [REDACTED]

**Sent:** 03 June 2022 11:56

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** Representation to object to the Regis' Licence

Myself and my wife were initially pleased to see a local food business open, especially after Covid-19. That was six months ago and living near the Caribbean Kitchen/Regis Events has been a nightmare since then. Our issues with Mr Collins and his staff started on 21<sup>st</sup> January 2022, when they held an event playing excessively loud music and bass until 03:45 on 22<sup>nd</sup> January. My wife was at that time seventeen weeks pregnant and had to be up for work at 6am later that morning for a 12-hour shift at work, which is when our lives started to be regularly disrupted by the Caribbean Kitchen/Regis Events.

On 22<sup>nd</sup> January, I contacted Mr Collins to ask him to meet with myself and several other residents to express our disappointment that their event had massively inconvenienced the start to our weekend. Mr Collins seemed apologetic but asked whether we could meet on the Sunday, despite knowing that the Caribbean Kitchen/Regis Events is not open on Sundays. I insisted that myself and the other residents meet with him later that day. We as residents were welcoming and even said to Mr Collins that we wanted him to succeed. Mr Collins stated that the volume of music would not be that loud again and we appeared to be on good terms. Later that evening and into the early hours of 23<sup>rd</sup> January, the music was just as loud as the previous night and Mr Collins showed that he had no intention of working with the community and listening to residents' concerns.

The Caribbean Kitchen/Regis Events have continued to show a complete disregard for the lives and wellbeing of myself and my wife by regularly holding Reggae, Jungle, Garage, and Drum and Bass events every weekend since January in a residential area. The disruption these events have caused to the enjoyment of our home and the sleep deprivation we have suffered are a result of events where staff members of the Caribbean Kitchen/Regis Events have been the DJ ("Just Jay", "Jay Just Jay", and "Resident DJs") and therefore in control of the volume of music (see Supporting Documents A).

Alongside the overwhelming issues of volume of music and bass from the venue, the security staff employed by the Caribbean Kitchen/Regis Events seem either unable or uninterested to control their customers arriving and leaving the Regis following these events. I have had to regularly ask customers to not block our drive as their customers look to park in any available space on Highland Road, even if this means parking illegally on double yellows. The following image taken on 30<sup>th</sup> April shows the parking issues caused by customers who are not encouraged by Mr Collins and security staff of the Caribbean Kitchen/Regis Events to park legally (see Supporting Document B).

In addition to these issues, we are also constantly disturbed every Friday and Saturday (and a few occasions Thursdays) into the early hours of the morning by customers of the Caribbean Kitchen/Regis Events who are intoxicated and we have overheard shouting, swearing and on occasion customers fighting in the streets. On 7th April, I witnessed two artists playing at the Regis take Cocaine in a vehicle right outside my address. Due to Mr Collins and his security staff being incompetent of adequately dispersing customers following these events, myself and my wife started to sleep in the back bedroom of our property to avoid this disruption as she works most weekends. We could still clearly hear the volume of music and bass at the back of our property and this was extremely uncomfortable for my wife constantly changing bedrooms being that heavily pregnant.

After several weeks, we received a letter from the Caribbean Kitchen/Regis Events in which they acknowledged the resident's complaints about noise and parking, and that they had a meeting with the Council and Police. I cannot be sure when we received the letter as we were on holiday between the end of February and start of March when it was delivered, and it was written in an unprofessional manner as it was not dated. In this letter, the Caribbean Kitchen/Regis Events list a plan for them to address the noise and parking issues (see Supporting Document C). I would like to point out to the Hearing Committee that Mr Collins and his staff have not implemented any of this plan and during some of their music events the noise from the venue and parking issues have gotten even worse.

I do not feel that Mr Collins and any of his staff of the Caribbean Kitchen/Regis Events are responsible professionals to hold any kind of licence to serve the public given how they have operated since opening on Boxing Day 2021. They have showed themselves to be unprofessional and disingenuous by mocking and laughing at residents for complaining in Social Media posts from 29<sup>th</sup> April (see Facebook Video posted on the Caribbean Kitchen's page at 11:29am on 29<sup>th</sup> April – as I cannot forward the link and Supporting Document D). Furthermore, I am aware that the Caribbean Kitchen/Regis Events were served with a Noise Abatement Notice on 20<sup>th</sup> April 2022 by Environmental Health and yet despite this, the noise has continued every weekend since that date and the Abatement Notice has been disregarded by Mr Collins and his staff with events still being just as loud and finishing no early either.

Furthermore, since Mr Collins and the Caribbean Kitchen/Regis Events were served with an Abatement Notice, they have shown even more disregard towards the purpose of the Notice which is to abate the noise and instead have increased their activities. On 20<sup>th</sup> May, Mr Collins announced that the Caribbean Kitchen/Regis Events were opening a second music room playing Reggae, Soul and RnB music every Friday and Saturday. Asides from the fact that Reggae events at the Caribbean Kitchen/Regis Events have been amongst the most disruptive in terms of volume of music and customers disturbing residents following these events, it shows Mr Collins' clear intention of running the Caribbean Kitchen/Regis Events as a nightclub by opening a second room. On 31<sup>st</sup> May, Mr Collins released the Caribbean Kitchen/Regis Events event calendar for June which continues to feature Jungle, Reggae, Ska, and Drum and Bass events, including a 12-hour Drum and Bass event starting at 1pm on Saturday 25<sup>th</sup> June and finishing at 01:30am on Sunday 26<sup>th</sup> June. In addition, Mr Collins is promoting bottomless drinks on 11<sup>th</sup> June, which as highlighted above Mr Collins and the security staff of the Caribbean Kitchen/Regis Events are incapable of controlling their customers

generally during events, nevermind when they are actively being encouraged to binge drink by an irresponsible and reckless owner in Mr Collins (see Supporting Documents E).

Given that the Caribbean Kitchen/Regis Events insist on operating as a nightclub, I do not wish to see them operate in any capacity from the Regis Hall and Banqueting Suite, 152 Reddal Hill Road, Cradley Heath, B64 5JJ.



**garethcollins02**  
The Regis





theregisevents and justjay\_pp5  
Birmingham, United Kingdom



**WHINE & KOTCH**  
WITH  
*JUST JAY, SUSHI & JD*  
@ THE REGIS  
**FRI 8TH**  
**APR 8TH**

TICKET PRICE:  
£2.50 OR £5 ON THE DOOR  
8PM - 1:30AM



7 likes

theregisevents Friday 29th April we have one of our resident DJs playing the best RNB tunes from the talented Beyonce and Rhianna...



77 views

theregisevents CHECK OUT what our new sound man and bar manager @justjay\_pp5 has brought to the stage!!! 😊

Come and hear he's sound on Friday 28th January for a bashment and baseline night with DJ @dj\_matt\_lawrence 😎

Then a JUNGLE FREE PARTY on the 29th January with DJ JINX, @freneticlottie, @court\_dnb and friends 🤩





**Caribbean Kitchen** is at **The Regis**. ...

56 m · Rowley Regis · 🌐

Unfortunately due to unforeseen circumstances this Saturdays music event with Horace Andy has been cancelled.

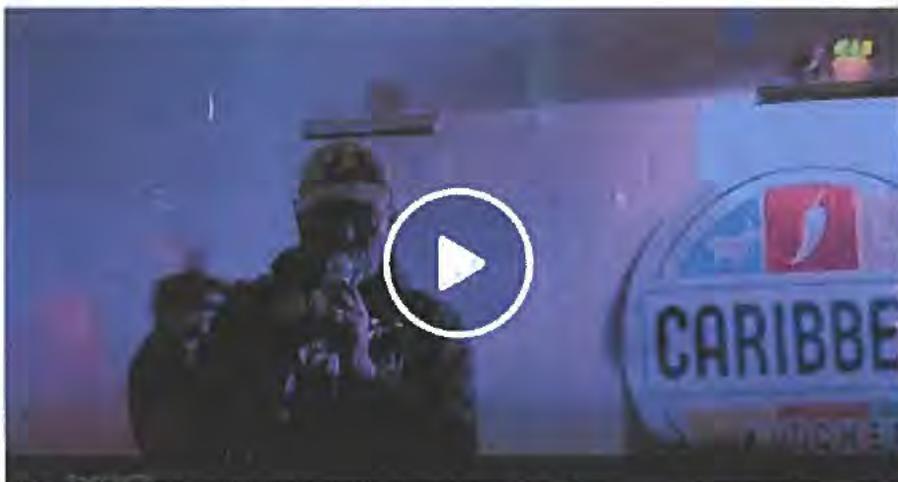
We do apologise for any inconvenience

In replace we'll have our resident DJs sharing there WICKIDIST selection of Reggae, Dancehall and lovers Rock



Along with DJ LEWIE in room 2

Requests are always welcomed





**The Regis**

5 d · 🌐



Tonight is the night to PARTY... 🎉🥳

WE'RE BRINGING THE ORIGINAL PARTY BACK  BACK

The iconic picture house days will be relived tonight with us at The Regis...

152 Reddal Hill road,  
Old Hill,  
Cradley Heath,  
B64 5jj

Expect big vibes from, DJ EJ, DJ ELJ, DJ Smiley,  
Just Jay and Young Bull.. 🕺🍷

Drinks offers available ALL NIGHT...

[#bassline](#) [#cradleyheath](#) [#music](#)

[skiddle.com/e/36043909](https://skiddle.com/e/36043909)





To whom it may concern,

We have recently had a meeting with the police and council to discuss the on going complaints regarding the noise and the parking since we have reopened the Regis.

We have come to an agreement and will continue to have good communication with the authorities to improve the situation

The breakdown of our plan is as follows...

- turning the music down
- fitting drapes and thick sound barrier curtains
- monitoring the sound more
- sound monitors in houses
- doorman informing customers of parking situation and escorting them off the premise
- chase the council to see if we can use the car park opposite
- Have our door staff keep a report book of the customers
- Share a post of social media asking our customers to be more respectful
- Cancel the under 18s Drum and bass event and not book any further drum and bass events until we have more of a 'sound proof' system to host this style of music.

We really appreciate your concerns and we want to work together with you all and the authorities to give back to the community. At The Regis we want to provide entertainment to a wide range of people and build a good report in the sandwell area.

Please contact us regarding any issue that you're unhappy with so we can resolve the matter ASAP.

Main contacts -

ClaireShayle - [REDACTED]

Dave Mundon - [REDACTED]

Gareth Collins - [REDACTED]

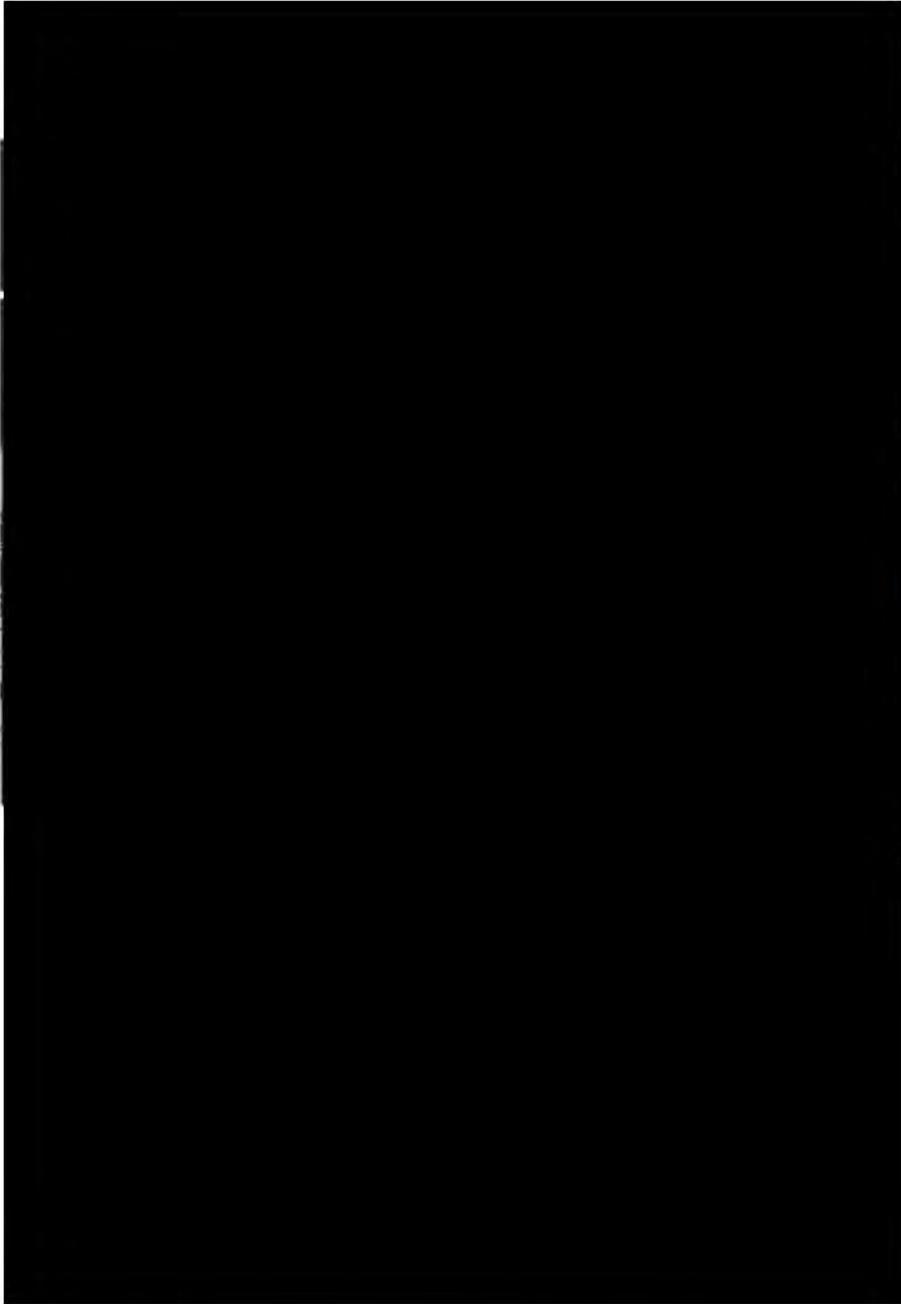
Email - [REDACTED]

Your communication regarding this ongoing situation is vital in helping us minimize any further disruptions.

11:30

📶 80%

← Posts



**theregisevents and thecaribbeankitchen\_**  
Cradley Heath



Nibiru Outernational  
Sound system  
@ THE REGIS  
FEATURING  
DJ LEWE IRIE



Every Friday  
& Saturday  
Playing the best in 70s 80s 90s  
Reggae lovers rock and soul and mb  
Doors open 7 pm till late  
ADMISSION FREE  
Private bookings contact Lewe Irie  
07837705651 152 Reddal Hill Rd



4 likes

thecaribbeankitchen\_ Tomorrow night we have Nibiru Outernational Sound system at The Regis...

Featuring DJ LEWE IRIE

Playing the best in 70s, 80s and 90s reggae, soul and RnB

Music starts at 7pm

### Representation 3

From: [REDACTED]

Sent: 04 June 2022 19:33

To: Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

Subject: Licensing for the Regis Hall

[REDACTED]

4<sup>th</sup> June 2022

Dear Sir/ Madam,

Please find details of the disturbances caused by the current vendors at the 'Regis Hall' and the direct impact that this is having upon my family. I feel that the issues raised show a clear lack of disregard for the noise abatement notice which has been issued, and as a result I do not feel that the Regis Hall, B64 5ND should not have its licence renewed as it remains a constant problem.

The venue operates as a restaurant with 'nightclub' like entertainment each weekend until the early hours. And have run a handful of events on various midweek sessions too. With each event comes a plethora of disturbances for my family. The main disturbance experienced is that of the noise generated from the 'Club'. Presumed sound checks usually begin between 4-6pm which can be heard from within the back section of my terraced house and clearly from my garden. This usually lulls until approximately 8pm-2am. When I assume the event is in full swing. During which time the volume increases and creates a bass vibration which resonates throughout my entire house. (In order to offer some context this is clearly audible over our television)

This is having a direct impact upon my children whom have bedrooms at the back of the house and therefore have to attempt to sleep through this each weekend, and is beginning to affect their mental health and wellbeing due to disturbed sleep. I fear this will become worst during the summer months as we will be left unable to open our windows due to the noise.

The persistent noise/ vibrations experienced throughout our home is now also beginning to take its toll upon my husband whom is an electrical inspector for Sandwell Council and works a variety of shifts (some during unsociable hours) the nature of his work requires him to be fit, health and well rested in order to ensure his own safety and that of the many tenants he visits across the borough.

Not only do we have to endure the noise generated from the music played at the venue, but are also disturbed by the huge increase in traffic during opening hours of the Caribbean Kitchen. The Venue itself has approximately 6 parking spaces, so patrons park in the surrounding streets. This often causes residents problems to park near to their homes. However, the bigger issue is the loud chattering/ shouting and assumed drunken behaviours' experienced outside our homes, as well and the slamming of car doors as people leave and the constant taxi's beeping their arrival.

In addition to this there is now an increase in the amount of rubbish in the area including alcoholic drinks cans, and more worryingly nitrous oxide canisters (neighbours have stated that they have witnessed drug taking at the back of the venue and have reported this to the police on more than one occasion).

Complaints about this venue have been made constantly since its opening, and am finding it difficult to understand why Sandwell Council have allowed it to continue as all requests to adhere to 'Noise abatement' notifications appear to have been ignored by the proprietor. I am angered to discover 'self-made' promotional video's on social media for evens where Mr Gareth Collins discusses the importance of being respectful of the neighbours and upholding the 'good' relationship he has with them. Mr Collins is very much deluded, and find the tone of his videos nothing short of mockery and insult, not the characteristics of the business man he is pretending to be.

Again I thank you for reaching out to me in relation to this matter, and await the outcome of proper regulations being enforced.

Kind Regards

[REDACTED]

#### **Representation 4**

**From:** [REDACTED]

**Sent:** 06 June 2022 16:03

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** Regis Events/ Caribbean Kitchen

WE ARE THE OWNERS AND BUSINESS OPERATORS OF BUSINESSES AT [REDACTED]

CARS CRADLEY HEATH IS A GARAGE ON THIS SITE WITH A YARD AND GATES PARKING ON A CAR PARK FOR CUSTOMERS

CARSPARTS AND ACCESSORIES IS A MOTOR ACCESSORY SHOP ON THIS SITE WITH CAR PARKING FOR CUSTOMERS

ABOVE THE SHOP ARE TWO FLATS WITH LONG TERM RESIDENTS IN EACH FLAT.

SINCE DECEMBER 2021 WE HAVE HAD SEVERAL COMPLAINTS BY OUR RESIDENTS THAT THEY ARE UNABLE TO PARK THEIR CARS AND OR UNABLE TO MOVE THEM OUT DUE TO THE PATRONS VISITING THE CARRIBEAN KITCHEN/ REGIS OPPOSITE AND PARKING ON OUR PRIVATE CAR PARK. ALSO BLOCKING THE GATES TO THE GARAGE MAKING IT IMPOSSIBLE TO ACCESS IN AN EMERGENCY.

THE NOISE THAT THEIR PATRONS CREATE WHEN ARRIVING, LEAVING WITH CAR DOORS BANGING ENGINE REVVING AND DRINKING AND DRUG TAKING ON OUR PROPERTY AND ON THE CARWASH ON THE FRONT WHICH IS DIRECTLY UNDER THE BEDROOM WINDOWS OF OUR FLATS. THIS IS UNACCEPTABLE TO OUR RESIDENTS OFTEN GOING ON TILL 3 AM AND MORE. NOT EVEN MENTIONING THE SOUND OF THE EXCESSIVELY LOUD MUSIC, DRUMS AND BASS THAT THEY HAVE TO ENDURE BY THEIR ARTISTS AND DJ'S TILL THE SMALL HOURS 2 TO 3 NIGHTS EVERY WEEK. THE MANAGEMENT OF THIS ESTABLISHMENT HAVE NO THOUGHT FOR ANY RESIDENT OR THE IMPACT ON ANYONE ELSE.

A FEW WEEKS AGO THERE WAS A FUNERAL WAKE ON A FRIDAY AFTERNOON IT WAS ABSOLUTLEY MAYHEM WITH ILLEGAL PARKING WHICH SANDWELL PARKING CONTROL ATTENDED. DRINKING AND SMOKING DRUGS ON THE PAVEMENT OUTSIDE THE MAIN DOORS WHILST YOUNG CHILDREN WITH PARENTS WERE WALKING PAST ON THEIR WAY FROM SCHOOL. AS PARENTS AND GRAND PARENTS THIS IS NOT FOR THE EYES OF YOUNG CHILDREN, I FIND IT DISTASTEFUL AND ANTI SOCIAL

WE HAVE TO CLEAR THE BOTTLES AND PLASTIC GLASSES, SPENT DRUG CANNISTERS FOOD AND CIGARETTE PAPERS AWAY EVERY MORNING AFTER THEY HAVE BEEN OPEN. THEIR OWN BEHAVIOUR IS ANTI SOCIAL AND EXTENDS TO THEIR CLIENTS WHO CANNOT CONTROL THEMSELVES WHEN DRINKING AND THEIR RECREATIONAL HABITS.

WE ALSO HAVE TO ENDURE THEIR CLIENTS TRYING TO FIND SOMEWHERE TO PARK WHEN THERE ARE DAYTIME EVENTS ON WE ARE BECOMING PARKING ATTENDANTS AND FACE A BARRAGE OF ABUSE FROM THEIR CLIENTS WHEN ASKED TO REMOVE THEIR VEHICLES FROM OUR CAR PARK DUE TO THE REGIS EVENTS POOR MANAGEMENT AND DEVIL MAY CARE ATTITUDE TO PARKING ARRANGEMENTS AS IS APPARENT IN THEIR OWN FACEBOOK RECORDING TELLING PEOPLE TO PARK ON OUR CAR PARK AND ON DOUBLE YELLOW LINES AND F\*\*K THEM, SUMS THEM UP EXACTLY.

AS RESPONSIBLE LANDLORDS WE FEEL THAT THEIR LICENCE SHOULD BE REVOKED OR AT THE VERY LEAST A CURTAILMENT OF THEIR HOURS AND RESTRICTIONS ON NOISE AND THE NIGHT CLUB CULTURE THEY CLEARLY WANT TO PRACTICE, OUTSIDE DRINKING AND BETTER PLANNING FOR PARKING THAT DOES NOT IMPACT ON ANYONE ELSE.

WE DO NOT LIVE HERE BUT WE VERY MUCH FEEL THE IMPACT THIS HAS ON OUR RESIDENTS AND NEIGHBOURS AND THIS SPILLS INTO UR OWN LIVES WITH CALLS FROM OUR RESIDENTS EXPERIENCING PROBLEMS IN THE SMALL HOURS.

### **Representation 5**

**From:** [REDACTED]

**Sent:** 07 June 2022 15:21

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** Representation for the licence review of The Regis, 152 Reddal Hill Rd, Cradley Heath

### **Representation in relation to the licence review for The Regis Hall and Banqueting Suite, Reddal Hill Road, Old Hill, Cradley Heath, West Midlands B64 5JJ**

**Written by:** [REDACTED]

**7th June 2022**

This is a narrative of how the current management of the Regis Hall and Banqueting Suite is causing me to be unhappy in my home. The companies The Regis Events and the Caribbean kitchen by their actions have been causing deterioration in my quality of life and the ability to enjoy my home on a daily basis.

My Friday and Saturday nights have become a time to dread rather than enjoy, my weekends now involve staying up late listening to the noise, unable to sleep until it has finish and trying to catch-up on sleep during day time hours. My main hobby is my garden which I would do at the weekend (subject to the weather) I have lost my mornings on Saturdays and Sundays which has reduced my

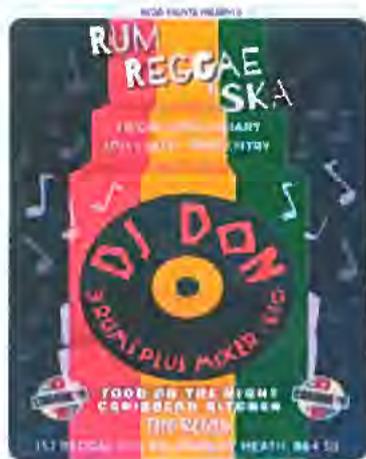
quality of life. I also have epilepsy which is affected by my sleep patterns so making up the sleep is essential to ensure my seizures are controlled.

The management and staff at the Regis has no consideration for anyone outside the building whether it is their customer or neighbours. We have been subjected to shouting and screaming, revving of vehicles, unsafe parking, littering and (suspected) drug consumption. Our lounge and bedroom are at the rear of our property so any antisocial behaviour taking place on the road I witness must have involved some kind of noise to bring me to the front of the house to look.

The new manager visited some residents in the street when they moved in October/November to tell us about his business talking about a restaurant with entertainment sometimes and family events. I told him we were happy he would be in the building as while it had been empty we had experience antisocial behaviour from people taking advantage of the building being empty.

Following this he delivered free tickets to us for his boxing day opening event, we were away for Christmas so didn't witness the event. There was a second event on New Year's Eve which went on late until after 1am but as it was new year it didn't affect us too much and not too noisy.

On 21<sup>st</sup> January 2022 the venue started providing entertainment on a weekly basis scheduling live acts and DJ nights on their website. On 21<sup>st</sup> January the music was extremely loud and was a shock after the live acts on New year's eve. That night the event was called "RUM, REGGAE AND SKA"



The noise itself was awful and came with heavy vibrations on most tracks. On this occasion after the music had finished at 1.30am there was a second session of music which was much louder at 2.45am which continued until 4am. I contacted the police, my husband and other residents went outside to see what was going on. My husband and other residents went to talk to the management on the morning of 22<sup>nd</sup> January 2022. The night of the 22<sup>nd</sup> January 2022 the music was still extremely loud described as "Motown" which included a number of guest DJ's. At this point I was hopeful by contacting them directly by phone/text I would be listened too, unfortunately this was not to be the case.



They visited us 28<sup>th</sup> January and we discussed the hours of opening and how as their closest neighbours they would like to ensure we were happy. I made it clear at this point 1.30am for the end of the night was not what we had expected and the noise was loud. On the 28<sup>th</sup> & 29<sup>th</sup> January the events were "Whine and Kotch" and "Jungle" both of them very loud and I witnessed a lot of teenagers outside in the car park too young to go in hanging around for the loud music.



By the 31<sup>st</sup> January 2022 I submitted a complaint to the Environmental Health and decided to only communicate with the management via Environmental Health with the other residents. Following the complaint one of the other residents told me of a video on facebook, the image below is a subtitled still from the facebook video posted on 17<sup>th</sup> January 2022, on seeing this (after their visit) I realised our new neighbours would not be good neighbours. When installing sound equipment, from the comments by the resident DJ, they were fully aware the equipment would cause issues with the surrounding properties and could not be contained in the building. So when visiting us they had no intension of changing anything to keep us happy.



have to pay off the neighbours  
Total of I think the words out

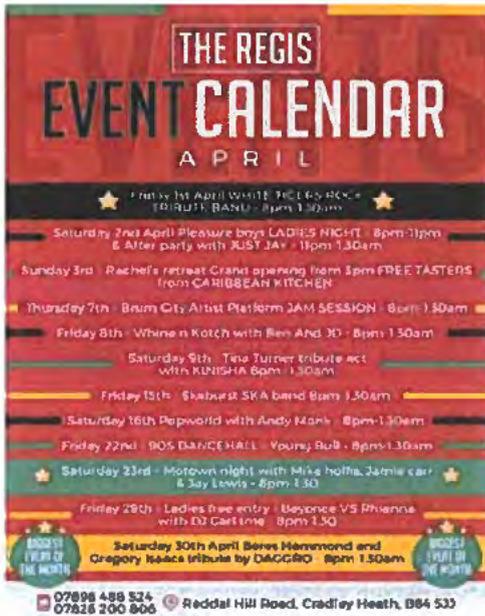


Since the 21<sup>st</sup> January 2022 we have been subjected to weekly invasions of noise into our home including our lounge and bedroom from around 8pm until 1.30am or beyond the following day. The following flyers are of events which took place between February and April to show you the type of nightclubs style entertainment what has been going on, the DJ nights have been a nightmare using the above equipment with the vibrations and sometimes I have experienced tinnitus. The live entertainment has been loud and usually followed by the house DJ to bring the night to a close at 1.30am.



07696 488 824 Peddall Hill Road, Cradley Heath, B64 5JZ  
07626 200 806





These flyers were the events which had the most impact on us from my records and on the noise sheets submitted.





The event on 2nd April 2022 was particularly loud and I called the police to report antisocial behaviour and that the security staff appeared to have lost control of customers allowing them to congregate on the fire exit steps smoking without supervision. I was alone in the house on this evening and felt scared and uncomfortable by the commotion outside which I could hear at the back of the house.

In April the first week night event took place on a Thursday night as this was a week night in the working week it was extremely difficult to deal with causing disrupted sleep and my husband being distracted on the following working day. In addition to the events themselves staff leaving the building at night were very noisy, playing loud music in their cars and putting large numbers of bottles into the bins outside.

Environmental Health visited the management early February and put an agreement in place which included a notice for customers and staff to see, asking them to be considerate with their neighbours. To insult us as neighbours he has placed the notice on the side of the building where the only people who can see the notice are passers by and the neighbours themselves. It is not visible to anyone leaving the building either from the back as staff and entertainers or by customers at the

front of the building. He made a big thing on facebook of putting up the notice on the wall including the below post on 17<sup>th</sup> February 2022, it feels like being laughed at every time I walk passed. At the same meeting he had also agreed to write a letter (below) to the residence in the area outlining the changes he was going to make following the visit from the council, this was not received until 2<sup>nd</sup> March 2022.



In February I started to fill in a detailed log of the noise from the Regis to submit for a noise abatement notice. This I have been doing on most weekends since, with the exception of events being cancelled, being away or the noise didn't disturb me to much. The noise abatement notice was submitted to the management on 20<sup>th</sup> April 2022, since then they have breached the terms on the notice every weekend. After the issuing of the notice the management still continued to arrange events into May and June with no changes of practice which has been disappointing.

These flyers are details of events which have had the greatest impact on me and have taken place since the abatement notice has been in place.



The below schedules of events which took place in May and a June schedule which has been released since the abatement notice has been in place. In addition to still carrying on as if the abatement notice hadn't been given a second room with an additional DJ was launched every Friday and Saturday night.





As a group of residents and the council are looking for the licence for entertainments being removed from these premises or serious limitations being put on the activities the building can be used for. Following this experience of the hall being leased to an irresponsible tenant I would like to see the activities in the venue being strictly controlled for the future. This kind of entertainment and noise should not be taking place in a residential area. The Hall was constructed in the 1950's and isn't adequately sound proofed for modern sound systems and equipment. The venue itself has been closed for a number of years with one or two functions over my 6 years living next door. I had heard the noise from a function or two and they were not on the scale we are now experiencing and they ended at midnight.

The building doesn't have a customer car park attached which has caused serious problems for a significant number of residents having their drives blocked. A lot of the parking I have seen has been dangerous on corners with double yellow lines and blocking pavements. We also had our gate obstructed which prevented us from putting our wheelie bins out for collection, if we had been able to get them out of the gate the car was parked on the pavement there wasn't space to leave the wheelie bins out without completely blocking the path or damaging the car.

The grass area and walls around the hall are frequently littered with bottles, plastic cups and cans. The building used to be well kept with mown grass and a well kept garden. Now the front of the building has been reduced to woodchip on the gardens, chewed up grass with tyre tracks at the front and bald grass to the side of the building. They also keep large barriers similar to the one's used for managing large crowds at festivals and concerts at the front of the building to prevent people going around the side of the building unsuccessfully.

I hope this representation shows how the venue has been affecting our lives and after living beside the building for over 6 years this behaviour has been quite a shock. I hope my feelings and experiences will be taken into consideration when the licence is reviewed over the next month.

[REDACTED]

## Representation 6

**From:** [REDACTED]

**Sent:** 07 June 2022 16:04

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** Regis Hall

[REDACTED]

Dear Sir/Madam,

I am writing regarding the licensing review of The Regis, with the intention of requesting that and all licensing for the premises be denied.

To renew the licence would be wholly contrary to Sandwell stated Vision 2030. Encouraging criminal activity as well as affecting the education, aspiration and wellbeing of the local community. Sandwell in granting this licence to continue would be acting against its stated aims

of Trust, Unity and Progress.

Personally I have to deal with Noise, Litter and Illegal activities during as well as acting outside

of their current licence which they have shown repeatedly to bear as much regard for as they do

the local community.

I have to deal with my children who cannot sleep at night, as well as being unable to sleep myself, due to noise from a property that acts as it wishes irregardless of a noise abatement notice. My children's education and wellbeing is affected in the day, I have to deal with people

screaming outside my house at 2 am, and I have had to call the police as I was certain from the shouting that one of my neighbours who had the apparent indecency of complaining about the noise at 2am being attacked by the patrons of the Regis nightclub. I have been assured repeatedly by the Regis management that "this will be the last time", "there is nothing that can be done" and that "they simply can't hold drum and bass nights" only for them to put more and more of these nightclub based evenings on turning it up and laughing at the community around them. This is absolutely and completely not fair. This is a residential area with both elderly and young families and the Regis is not and has never been a nightclub. The area and the building are not suitable for this activity and the current management have shown that they will go beyond any licence that they are given. (6am, and 2am repeatedly on their currently licence) They were informed of the local community's concerns regarding noise and parking before they chose to open the 'restaurant' as a sham cover for a nightclub. We did not expect the owners to laugh this off in a video informing the patrons to park on the double yellow lines and on other businesses property with no authorisation. We did not expect them not only to claim no control over their patrons but to actively ignore their illegal activities. There are no benefits to allowing this to continue. I am happy to elaborate further with any information and evidence of my statements and claims as required. I have recordings, photos, etc.

Regards,  
[REDACTED]

## **Representation 7**

**From:** [REDACTED]  
**Sent:** 07 June 2022 17:01  
**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>  
**Subject:** Representation for the license review for The Regis Hall and Banqueting Suite, Reddal Hill Road, Old Hill, Cradley Heath, West Midlands B64 5JJ

### **Representation in relation to the licence review for The Regis Hall and Banqueting Suite, Reddal Hill Road, Old Hill, Cradley Heath, West Midlands B64 5JJ**

[REDACTED]

7<sup>th</sup> June 2022

When I heard that the Regis Hall was going to be reopened under the management of Caribbean Kitchen, I thought this would be as a restaurant. I was dismayed to find that not only would it be a restaurant, but effectively operate as a nightclub every Friday and Saturday.

The music has often been extremely loud and even at it's quietest, would not be something you could go to sleep with. It also goes on until 1:30am the following morning. As a result, the time I have to rest and recuperate after a busy week has been totally disrupted and I have become increasingly tired at work. This has affected my concentration levels, which is extremely important in my highly technical role as data warehouse developer. It has also affected my mental and physical health to the point where I have little or no motivation to do anything.

I find myself actively trying to find excuses and reasons to stay away from my own house for as long as possible every Friday and Saturday evening, which is certainly not how someone should view or treat their own home.

In conclusion, I cannot see how a licence until 1:30am is a suitable licence for a venue in the middle of a residential area and this needs to be changed forthwith.

## **Representation 8**

**From:** [REDACTED]

**Sent:** 07 June 2022 17:15

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** License representative. The Regis

**CAUTION:** This email originated from outside of the Council / Children's Trust. Do not click links or open attachments

To whom it may concern

I would like to make it very clear that I am in full support of the review of the Premises Licence submitted by Environmental Health and would like the Licensing Committee/Sub Committee to be aware of the issues caused by the venue, I would like to try and explain to you how our daily lives have changed and been impacted in a totally detrimental way since the Caribbean Kitchen was granted a licence in December of 2021 and opened up in the Regis building on the corner of Highland Road - a quiet residential street.

Whilst the venue has been there for many years with no real problems to speak of all that changed when Caribbean Kitchen opened.

We have been subjected to very loud music playing up to as late as 2am - well past the conditions of their licence - with customers noisily leaving the venue for up to a further hour after that. While this alone is bad enough (my husband is up for work before 6am six days a week) the last thing I want as a mother is my 5

year old son being woken up by shouting, swearing and fighting in the early hours of the morning.

The customers of Caribbean Kitchen seemingly have scant regard for the residents. We are often faced with cars parked across our drives - cars that are then returned to in the early hours by noisy, sometimes abusive owners. This is particularly annoying when there is a public car park just a few yards away from the Regis in Highgate Street. Despite assurances from the management that customers are asked to 'respect the neighbours' it would seem they have no control or effect on their customers as nothing has changed in this regard.

I have personally witnessed drug abuse outside the venue - people smoking cannabis and snorting what appears to be cocaine. This is totally inappropriate in a residential area! Many of the residents are elderly and have lived peacefully in Highland Road for many years only for their lives to be disrupted by the disrespectful individuals that frequent the venue now.

Residents have also been recently contacted by letter from the manager of the Caribbean Kitchen (see attached photo) making certain promises of action to help remedy the situation, however, unfortunately for us, none of these actions have come to fruition - the sound has not been turned down, no noise reduction measures have been put in place and several drum and bass nights have been arranged. If customers are advised of the parking situation they certainly aren't taking any notice, and continue to illegally park on local businesses without permission, double yellow lines with no regard for emergency vehicles or wheelchair users that may need to access to road and/or pavement.

The management of the Caribbean kitchen have continued to mock residents on their Facebook and Instagram accounts. Openly telling customers to illegally park on double yellow lines and the car garage which they they do not have permission to use, even moving the cones the garage place to stop cars parking there. They have had numerous warnings and still continue to push the music louder and continue well past the time on their license.

Personally I would like to see their license removed completely as I fear any amendments would be ignored by the Caribbean kitchen and ultimately continue to disturb the local community

Thank you

██████████

To whom it may concern,

We have recently had a meeting with the police and council to discuss the on going complaints regarding the noise and the parking since we have reopened the Regis.

We have come to an agreement and will continue to have good communication with the authorities to improve the situation.

The breakdown of our plan is as follows...

- turning the music down
- fitting drapes and thick sound barrier curtains
- monitoring the sound more
- sound monitors in houses
- doormen informing customers of parking situation and escorting them off the premise
- chase the council to see if we can use the car park opposite
- Have our door staff keep a report book of the customers
- Share a post of social media asking our customers to be more respectful
- Cancel the under 18s Drum and bass event and not book any further drum and bass events until we have more of a 'sound proof' system to host this style of music.

We really appreciate your concerns and we want to work together with you all and the authorities to give back to the community. At The Regis we want to provide entertainment to a wide range of people and build a good report in the sandwell area.

Please contact us regarding any issue that you're unhappy with so we can resolve the matter ASAP.

Main contacts -

ClaireShayle - [REDACTED]

Dave Mundon - [REDACTED]

Gareth Collins - [REDACTED]

Email - [REDACTED]

Your communication regarding this ongoing situation is vital in helping us minimize any further disruptions.

## **Representation 9**

**From:** [REDACTED]

**Sent:** 07 June 2022 17:37

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** Re: Caribbean Kitchen/ Regis Hall licence review - PRIVATE & CONFIDENTIAL

### **Support of Application for the Review of Premises Licence of Caribbean Kitchen / Regis Hall**

07 June 2022

[REDACTED]

To whom it may concern

Regarding the above I would like to support the application for the review of the above premises licence.

Since the premises were taken over by Caribbean Kitchen in January 2022 they have been effectively operating as a very loud nightclub and as such all the issues that would be expected have been experienced as a result of this. The music is drum and bass, jungle, reggae, garage etc which is a far cry from what the initial licence was given for, which was for the occasional charity event, afternoon tea dances for the elderly community (which did not go beyond the early evening).

The first weekend that the Caribbean Kitchen was operating as a nightclub the music was heard until 4am and myself and a number of local residents attended the establishment the next day to very politely make it clear that the sound of the music was very disturbing and that we were unable to sleep due to the music being so loud. The owner assured us that this was a 'one off' and that he would ensure that this would not happen again. Unfortunately, this was not the case and every weekend since, every Friday and Saturday evenings and some Thursdays, we have experienced nothing short of absolute torment in our own homes. Every weekend the music is so loud I am unable to sleep, even with double glazed windows being shut the music is so loud it shakes the windows. Clearly, I am unable to have my windows open which is beginning to be very claustrophobic now the warmer weather is here. I must emphasise how this is affecting my mental health after working full time and desperately needing to relax on my days off on a Friday and Saturday evening I am no longer able to relax in my own home, I feel anxious, I get prolonged headaches from the stress this is causing me, which has been non-stop since January. I feel constantly tired from sleep deprivation and continuously trying to catch up on sleep from being unable to sleep on a Friday and Saturday evening.

The music starts about 8pm, usually volume increases at 10pm and 12am and this usually continues at loud volume until at least 1.30am, sometimes beyond this time. It is a residential area and clearly not fit for purpose to be used as a nightclub. Not only does this impact on me being unable to sleep and relax in my own home, I also feel very anxious as to what antisocial behaviour will present itself every weekend, I have video evidence of drunken noisy antisocial behaviour from visitors of the Caribbean when they leave the establishment along with noise associated with additional traffic in the early hours, car doors, sounding of horns etc.

I have continued to complete noise sheets and send these to my local authority on a regular basis, and have also reported the noise disturbance to the police chat on occasions. I am happy to give any supporting information needed and look forward to this being actioned as soon as possible.

There has been no improvement of the noise and the issues as above since the noise abatement notice along with Police intervention, Environmental Health, and Council Licensing Team all being aware, it very much feels like all our concerns are not being taken

seriously, despite following every bit of advice we have been given and have continued to follow the correct procedure to resolve our concerns, nothing has changed.

Yours sincerely

[REDACTED]

## Representation 10

To whom it may concern

Attached is a residents petition for the review of the premises licence at The Regis, 152 Reddal Hill Road, Cradley Heath B64 5JJ.

Included is 62 residents signatures scanned in as a PDF.

If you require the originals please contact me on [REDACTED]

Many thanks

[REDACTED]

We object to the current operation and management of the Regis Hall and Banqueting Suite and Caribbean Kitchen/Regis Events from operating under any capacity from the Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ. We consider the Premises undermines the following licences objectives;

1. The prevention of crime and disorder
2. The prevention of public nuisance

Aside from the statutory nuisance the Premises causes, the venue also causes public nuisance with how it currently operates through Anti-Social Behaviour, Substance Misuse, and Parking Issues for Residents and Local Businesses.

Name of Objector	Signature and Date	Address	Additional Comments
		Highland Road, Cradley Heath, B64 5JJ	I have submitted a representation for the licence review
		Highland Road, Cradley Heath B64 5JJ	Our household has submitted a representation for the licence review
		HICKMAN'S AVENUE, CRADLEY HEATH B64 5JJ	I HAVE SUBMITTED A REPRESENTATION FOR THE LICENCE REVIEW
		Reddal Hill Road Cradley Heath B64 5JJ	I have submitted A representation for the licence review
		Reddal Hill Road Cradley Heath B64 5JJ	OUR representation has been submitted
		HIGHLAND ROAD CRADLEY HEATH B64 5JJ	Submitting Representation
		HIGHLAND RD, CRADLEY HEATH B64 5JJ	SUBMITTING REPRESENTATION

2

Name of Objector	Signature and Date	Address	Additional Comments
		Highland Road, Cradley Heath, B64	Submitted representation for license review
		Highland Road, Cradley Heath, B64	as above
		HIGHLAND ROAD CRADLEY HEATH B64	AS ABOVE
		HIGHLAND ROAD, CRADLEY HEATH B64	AS ABOVE
		HIGHLAND ROAD CRADLEY HEATH B64	AS ABOVE

We object to the current operation and management of the Regis Hall and Banqueting Suite and Caribbean Kitchen/Regis Events from operating under any capacity from the Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ. We consider the Premises undermines the following licences objectives;

1. The prevention of crime and disorder

2. The prevention of public nuisance

Aside from the statutory nuisance the Premises causes, the venue also causes public nuisance with how it currently operates through Anti-Social Behaviour, Substance Misuse, and Parking Issues for Residents and Local Businesses.

Name of Objector	Signature and Date	Address	Additional Comments
		Hickmans Ave Cradley Heath	VERY LOUD MUSIC LATE AT NIGHT CARS PARK ANY WHERE EVEN ON DOUBLE YELLOW LINES - LOUD TAKING UP
		Hickmans Ave "	people shouting fighting
		Hickmans Avenue	LOUD MUSIC WAKING UP MY CHILDREN FIGHTING OUTSIDE MY HOME SMASHED GLASS EVERYWHERE!
		Hickmans Avenue	RECKLESSLY LOUD MUSIC DISTURBING MY KIDS SLEEP AND LOAD OF MESS BEING LEFT ON THE STREET
		Brook Lane	'Noisy'
		HICKMANS MENNIE	VERY BAD COMBINATION OF PARKING + NOISE
		HICKMANS AVENUE	LOUD MUSIC THAT VIBRATES MY HOUSE AND DISTURBS MY CHILDREN. FIGHTS AND SHOUTING LATE AT NIGHT, CARS PARKED ON DOUBLE YELLOW LINES. LOTS OF RUBBISH + BROKEN GLASS.

4

Name of Objector	Signature and Date	Address	Additional Comments
		NICKMAN'S ME R66 [REDACTED]	MY KIDS CANT SLEEP CARS BLOCKING THE ROAD - CLASS CUDRUEBEC

5

We object to the current operation and management of the Regis Hall and Banqueting Suite and Caribbean Kitchen/Regis Events from operating under any capacity from the Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ. We consider the Premises undermines the following licences objectives;

1. The prevention of crime and disorder

2. The prevention of public nuisance

Aside from the statutory nuisance the Premises causes, the venue also causes public nuisance with how it currently operates through Anti-Social Behaviour, Substance Misuse, and Parking issues for Residents and Local Businesses.

Name of Objector	Signature and Date	Address	Additional Comments
		MILDRED RD.	
		OAKLEY DRIVE	
		Hollybush Walk Cradley Heath	Litter in the area has got worse and when visiting residents parking is
		Hollybush Walk Cradley Heath	None existent when there is a show on and theres a car park over the road.
		Hickmans Av B64 [redacted]	Nuisance Parking & in Hickmans Ave
		"	"
		HADEN RD RED HILL B64 [redacted]	Noise, parking issues + disturbance.

Name of Objector	Signature and Date	Address	Additional Comments
		Haden Road Cranley Heath B64	Creates a parking issue as well as a noisy disturbance
		Sideway Se Cranley Heath B64	
		Hades V Rd.	<u>PARKING</u> ↙
		Haden Road	
		Haden Rd	Noise/parking
		Hickmans Ave	Parking / fighting
		HICKMANS Ave	PARKING & NOISE MAX
		Highwood Rd	A lot of noise at night

We object to the current operation and management of the Regis Hall and Banqueting Suite and Caribbean Kitchen/Regis Events from operating under any capacity from the Regis, 152 Reddel Hill Road, Cradley Heath, B64 5JJ. We consider the Premises undermines the following licences objectives;

1. The prevention of crime and disorder
2. The prevention of public nuisance

Aside from the statutory nuisance the Premises causes, the venue also causes public nuisance with how it currently operates through Anti-Social Behaviour, Substance Misuse, and Parking Issues for Residents and Local Businesses.

Name of Objector	Signature and Date	Address	Additional Comments
		  HIGHLAND RD B64 [REDACTED]	UNABLE TO SLEEP WHEN I STOP OVER ON A FRI / SAT
		 WESLEY AVE CRADLEY HEATH	
		 WESLEY AVE CRADLEY HEATH	
		 The Springs Cradley Heath	Can't sleep when I stop at my mom's
		 The Springs Cradley Heath	
		 Highland Road	Can't sleep for noise

8

We object to the current operation and management of the Regis Hall and Banqueting Suite and Caribbean Kitchen/Regis Events from operating under any capacity from the Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ. We consider the Premises undermines the following licences objectives;

1. The prevention of crime and disorder

2. The prevention of public nuisance

Aside from the statutory nuisance the Premises causes, the venue also causes public nuisance with how it currently operates through Anti-Social Behaviour, Substance Misuse, and Parking Issues for Residents and Local Businesses.

Name of Objector	Signature and Date	Address	Additional Comments
		<del>152</del> Reddal Hill Rd	Parking Problems cars parked on my drive and blocking it. Noise
		<del>152</del> Reddal Hill rd	Parking problems. rubbish

9

Name of Objector	Signature and Date	Address	Additional Comments
		Victoria Road	Noise to loud, people shouting & littering - Parking horrendous.
		Victoria Road	" "
		Daklea Drive	PARKING ABUSED LOUD PEOPLE & LITTER
		Hale Gowen Road	LITTER AND SMOKE FROM BBQ

10

Name of Objector	Signature and Date	Address	Additional Comments
		 HIGHLAND Rd	I support Petition Cars AM A NUISANCE
		 Highland Road	I support the petition loud Music, loud cars (Blaring drive)
		 Highland Road	Noise disturbed sleep when I stayed with my sister 14/5/22 Plus multiple occasions difficult to park when visiting
		 Thrustlegreen rd,	visited our Son's Address on 30/4/22. Noise was very loud.
		 THRUSTLEGREEN ROAD	VISITED SON HAD PROBLEM WITH PARKED CARS
		 Highland Rd	Parking problems
		"	" "
		 HIGHLAND RD	I SUPPORT THE PETITION

11

Name of Objector	Signature and Date	Address	Additional Comments
		[Redacted] Highland Road, B64 [Redacted]	AS ABOVE!
		1816 Highland Road, B64 [Redacted]	AS ABOVE.
		[Redacted] HICKMAN AVENUE	AS ABOVE.
		[Redacted] Hickman Ave	AS ABOVE.

12

Name of Objector	Signature and Date	Address	Additional Comments
			When visiting my daughter. near extremely loud music
			When visiting the music is extremely loud.
			gang violence outside Quec open

## **Representation 11**

**From:** Claire Mayo

**Sent:** 08 June 2022 10:30

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Cc:** Nicola Plant <Nicola\_Plant@sandwell.gov.uk>

**Subject:** Regis Licensing Review

Councillor Claire Mayo  
The Big House  
Sandwell Council House  
Freeth Street  
Oldbury  
B69 3DE

To whom it may concern,

Both prior to becoming a councillor and since becoming one I have been contacted regularly by the residents of Highlands Road and Hickman's Avenue in relation to The Regis. The main complaint regards to the noise, but other issues include Anti-social behaviour by customers, drug taking, parking and illegal late-night drinking. I don't believe this to be a viable venue for this kind of business being so close too residents and open until 1.30am.

In terms of noise complaints this relates to the music mostly, playing drum and bass until 1.30am. But additional complaints relate to customers outside the venue after hours as well. I have seen the number of speakers they have in the venue and in my opinion, there are far too many for the size of the room, so I am not surprised with the complaints.

In regard to the anti-social behaviour and drug taking, I have been informed of people urinating in the street and on peoples gardens, generally raucous and loud members of the public leaving the venue walking up the street leaving empty bottles and used drug paraphernalia. Although, I am led to believe that no evidence of drug taking has been found by the police so far. Residents have also been subjected to abusive behaviour and threatened in some cases.

The parking issue relates to customers parking in the side streets and blocking up the space where residents and their guests would park. There is a council car park a very short walk up the road and this could easily be used instead.

Finally, the late-night drinking. Residents have reported to me that they have known heavily intoxicated people leaving the venue at 4am on more than one occasion this is contradictory to their license and if identified by the police should have serious action taken against them.

I very much understand that people need places like this and if it were in a more industrial area, I'm sure my residents and I would not have an issue with it. However, this is not an industrial area it is a residential area surrounded by family homes. These family homes are being disrupted every weekend due to extremely loud music and noisy patrons of the venue. This isn't fair.

Yours,

Councillor Claire Mayo

## **Representation 12**

**From:** Paul Franks

**Sent:** 08 June 2022 10:52

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** The Regis, Reddal Hill Road, Cradley Heath, B64 5JJ, Review of Premises Licence

I write in respect of the above premises, the Licensing Authority wish to support Environmental Health in their application for a Review of the Premises Licence, under the Prevention of Public Nuisance Objective. Owing to the matters raised by Environmental Health in their review, the Licensing Authority have serious concerns regarding the management of the premises and that the Premises Licence is unsuitable for the kind of business currently being operated.

**Paul Franks**

Licensing Enforcement Officer



**Sandwell Council...working for you**

E: [Licensing\\_Team@sandwell.gov.uk](mailto:Licensing_Team@sandwell.gov.uk)

Sandwell Council

Council House

Oldbury

B69 3DE

W: [www.sandwell.gov.uk](http://www.sandwell.gov.uk)

## **Representation 13**

**From:** Nicola Stansbie <nicola.stansbie@westmidlands.police.uk>

**Sent:** 08 June 2022 18:02

**To:** Licensing Team for Alcohol & Gambling <Licensing\_Team@sandwell.gov.uk>

**Subject:** Regis Suite/Hall

Please find a copy of the representation on behalf West Midlands Police in respect of the Review of the Premises Licence for Regis Suite, Reddal Hill Road.

West Midlands Police wish to make the following representation in support of the Review of the Premises Licence for Regis Restaurant and Banqueting Suite, Reddal Hill Road, Cradley Heath. Since **January 2022**, West Midlands Police have received numerous reports from residents about noise nuisance, parking violations and ASB from the patrons who attend this venue. Residents have also made complaints to the Environmental Health Team at Sandwell Metropolitan Borough Council.

As a result of the complaints made and the fact the venue had new operators in place, a visit was arranged for the **3<sup>rd</sup> February 2022** with Environmental Health and the Licensing Team from SMBC and I was also present on behalf of West Midlands Police. In attendance at the meeting was Gareth Collins, the Premises Licence Holder, Claire Shayle one of the business partners and a male who identified himself as noise consultant for the Premises. During the meeting, Mr Collins was advised that numerous complaints had been made about the venue and advice was given to him that the noise from the entertainment at the venue needed to be managed and the venue was encouraged to engage with the neighbours, listen to their concerns and address them. I also raised in the meeting that on looking at the event schedule for the venue online, I had noted that the venue intended to hold an under 18's club style night. I reminded the venue that the Premises Licence contained a condition that children must be accompanied by an adult. At this point, the noise consultant stated that the bar would not be open and so it did not matter as they were not using the licence. It was then pointed out to the venue that the regulated entertainment for this event would fall within the scope of the licence and as such the licence conditions were in force as the venue would need to use the licence to operate the entertainment. At this point I was surprised the venue was not aware of the conditions of their licence and so reminded them they needed to carefully read the Premises Licence and ensure they adhered to the conditions and restrictions on this licence. At the end of the meeting we did a walk round of the venue and it was apparent that the venue was essentially an old-style building with single glazing to the rear where the residential properties were. Advice was given to the venue by the partner agencies that they if they wished to continue operating club style events, they needed to carefully consider looking at noise mitigation measures to reduce any noise escape. I advised the venue they also needed to manage any noise and disturbance from customers leaving the venue in the early hours.

I had hoped after our visit on 3<sup>rd</sup> February 2022 that the noise nuisance and disturbance to residents would improve as the venue had seemed receptive to the concerns raised.

On **5<sup>th</sup> February 2022**, a log was received from a male stating he been knocked unconscious by a male on site who had since made off on foot from the venue. Officers attending spoke to the door staff who gave a similar account of the incident as the IP and the DPS, David Mundon was also spoken to and he stated he had not witnessed anything and that there was CCTV of the bar area but that there was none on the dance floor where the incident took place. The incident took place between 22:00 hours and 23:00 hours.

Following on from the above incident and in the early hours of the **6<sup>th</sup> February 2022**, officers attended a report of disorder outside the venue. On arrival at the venue, there was no ongoing disorder however an IP who was severely intoxicated, was standing in the middle of the road and she stated she had been pushed to the floor by an offender and punched. The following day, 3 further IP's reported they had also been attacked in the disorder from the previous night. One victim stated disorder broke out in the venue and she had tried to intervene and was punched and that large-scale disorder then erupted. Another IP stated that when disorder broke out, she was repeatedly kicked and punched. One of the IP's reported that the security were 'useless' during the disorder and that one of the door staff stated *'they do not get paid enough to deal with this'*. 2

On 13<sup>th</sup> February 2022, a report was made by an IP at 01:20 hours who stated she was in the venue and had witnessed a dispute between unknown persons and that during this she was grabbed by an offender and pushed.

As a result of the above logs, I contacted Gareth Collins and arranged to attend the Premises to discuss my concerns. I attended the venue on **15<sup>th</sup> February 2022** along with Paul Franks from SMBC Licensing Department. Present during this meeting was Gareth Collins (Premises Licence Holder), Claire Shayle and David Mundon, the DPS. At the meeting I raised concerns that in the previous 2 weekends, we had had a total of 5 crimes reported at the venue including some of disorder/fighting and violence. I raised that the comments of door supervisors were unacceptable and that the venue needed to take urgent steps to prevent a reoccurrence. The venue advised they were reviewing the security they were using and that more people had attended the event than expected as initially they had not sold many tickets. At this point, I asked those present about the operational risk assessment in place and it was replied they had a risk assessment in place covering issues such as trips and falls. It was explained to the venue that aside from the usual health and safety risk assessment, the venue needed to assess the risk of the events they were operating and look at various factors including the customer profile that different events would attract, the numbers of tickets sold versus the number of people that could just turn up on the night, the number of door staff needed, consideration of operating a wind down period, dispersal policy, etc. At this meeting I also once again urged the venue to take steps to reduce the complaints being received by residents and to engage with the residents and address their concerns. A draft letter was shown to me that the venue planned to send to the residents providing contact details for the venue and advising of ways in which their concerns would be addressed.

On a walk round the venue, the Council Licensing Officer noted that the male who had previously stated he was the noise consultant/advisor for the venue, was working behind the bar and serving drinks.

On **5<sup>th</sup> March 2022**, a log was received stating that a male was causing disturbance outside of the venue and that he was trying to fight door staff. On attendance, officers found that a male had called Police after being physically removed from the venue and door staff had also called the Police to report the male as he would not leave the vicinity.

West Midlands Police continued to receive reports of noise nuisance and parking violations during this time and an ASB non-crime number was set up by local neighbourhood officers to allow the residents to report such issues to WMP and to enable effective monitoring of the issues being experienced.

On the **12<sup>th</sup> March 2022**, multiple calls were received by WMP to the venue about disorder. On arrival a group of customers were standing outside of the venue and they reported that a male on site had assaulted a member of their group and that he had gone back in the venue. During the disorder, the front of the venue had also been damaged. Officers in attendance spoke to Gareth Collins and requested to see the CCTV of the incident. It was noted that the CCTV recording shows the front foyer area with a good clear view towards the front door. At 23:56 hours, a male matching the description of the offender, has used a chair to climb up to the CCTV camera and turned it away towards the wall so that the alleged assault could not be captured by the camera. The male in the footage was identified as James Webley (Jay) and it was stated he was the bar manager. Mr Webley had previously told officers that he was the noise consultant for the venue. Mr Webley then re-entered the office and Mr Collins questioned why he had interfered with the camera and he stated 3

that he had moved it to show the area better. Mr Collins replied that he could not accept that answer.

As a result of the actions of the bar manager, there is no footage of the assault or criminal damage, despite both having clearly occurred. As a result of this incident I contacted Gareth Collins and said I had serious concerns about the incident on the 12<sup>th</sup> and that it was alarming that a customer had been assaulted by a member of staff and that the staff member had also tampered with the CCTV to prevent this from being shown. Mr Collins stated he was angry with the staff member for his actions and I asked if Mr Webley was still working on site and he stated he was a friend of his and that he was just looking after the music side of things now and was no longer managing the bar. I advised Mr Collins there can be no repeat of such incidents and that regardless of whether staff are friends or not, careful due diligence about who the Premises employs on site should be undertaken and the suitability of staff on site needed to be considered. I also raised that it was evident from the bodyworn cameras of officers that the door supervisor deployed to the entrance of the venue, had no SIA badge displayed and this was a concern as to whether their door staff were appropriately licensed. Mr Collins advised me the door staff were contracted in from a door supervisor company and that he had been told they did not need to wear their badges. I advised Mr Collins this was incorrect and that the law was quite clear in that door supervisors must wear their SIA badge at all time when undertaking such activities.

On the **30<sup>th</sup> April 2022**, officers received reports that a family attended a reggae event at the venue and that verbal argument had occurred between them and a male who had sat in seating which they had reserved. The IP's in the matter allege that the argument then escalated and one family member was pushed over, others were grabbed by the throat and pushed away. The three IP's were then removed from the venue by security whilst the suspect remained on site. Security advised the family they would be removing the offender from the venue once they had left the vicinity to prevent any further issues. As a result of this incident, three assaults were crimed at the venue.

Of note, the Premises were served with a noise abatement notice on **20<sup>th</sup> April 2022** by Environmental Health and despite this, complaints from residents about the noise from the venue have continued and it would appear from residents' comments to the Police, that the venue as breached the abatement notice on multiple occasions.

The Premises were then served a review of the Premises Licence on **11<sup>th</sup> May 2022** and still the complaints have continued. It is troubling that the venue has ignored the complaints of the residents, has flouted the noise abatement notice and shows little concern despite also being served a licence review potentially putting their licence at risk.

The style and type of operation at this venue is completely unsuitable in the current location in that the Premises would appear to have insufficient measures in place to prevent noise breakout and its proximity to residential dwellings. The venue has a licence to operate until 1.30am with a closing time of 1.30am meaning that there is no enforced wind down period within the licence. The Licence has little or no conditions in place that are suitable to the current style of operation meaning that it operates as a nightclub style venue with few safeguards in place. As such West Midlands Police have concerns about the continued operation of this venue and suggest that the venue undermines the following licensing objectives contained within the Licensing Act 2003:

- 1) The prevention of crime and disorder
- 2) The prevention of public nuisance
- 3) Public safety.

West Midlands Police is unconvinced that the addition of conditions or curtailment of hours or activities would resolve the issues. In a relatively short space of time, the venue has had numerous incidents that WMP have had to attend and the Police Licensing Officer has had numerous engagements with the operators about the issues and yet complaints still continue. The venue has shown that it cannot comply with a noise abatement notice or address the complaints that have been raised and so one fails to see how it would then comply with any additional conditions or restrictions placed on its licence.

**Nicola Stansbie 60234**

**Police Licensing Officer for Sandwell NPU**