

| Points Raised | Actions Taken | Additional actions to take | Appendix |
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| Noise Nuisance | | | |
| <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> |

| Parking issues | | | |
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| <p>Issues surrounding parking</p> | <p>All staff have been directed to be vigilant in directing patrons to ensure they are parking respectfully. There have been a number of posters displayed round the venue reminding patrons to ensure they are parked respectfully. 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 Appendix 4 – social media post Appendix 5 – emails between Sandwell council and Claire Shayle</p> |
| Anti Social Behaviour | | | |
| <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. 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. They are thorough and alert to any issues that may arise.</p> <p>Upon advice from 3rd 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 Appendix 7 – Social media post</p> |

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| | attending any future events at the Regis. | | |
| <p>Gareth 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> | | | |