

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 17th 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 21st 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 22nd 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 22nd 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 23rd January after the Caribbean Kitchen/Regis Events held another music event that Saturday evening.

The following week, the week commencing 24th 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 26th 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 27th 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 26th 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 21st 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 20th 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 21st January 2022, when they held an event playing excessively loud music and bass until 03:45 on 22nd 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 22nd 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 23rd 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 30th 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 29th April (see Facebook Video posted on the Caribbean Kitchen's page at 11:29am on 29th 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 20th 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 20th 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 31st 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 25th June and finishing at 01:30am on Sunday 26th June. In addition, Mr Collins is promoting bottomless drinks on 11th 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

BEYONCE RIHANNA

FREE ENTRY
FOR ALL THE
SINGLE LADIES

ENTRY FEE:
£5.00 TICKETS
OR £7.50
ON THE DOOR

FRI 29TH
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.

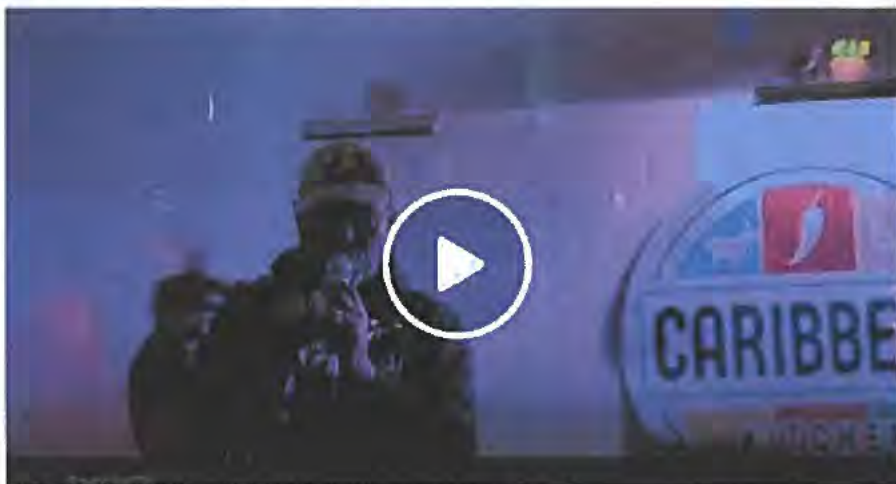
We do apologise for any inconvenience

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 

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





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]

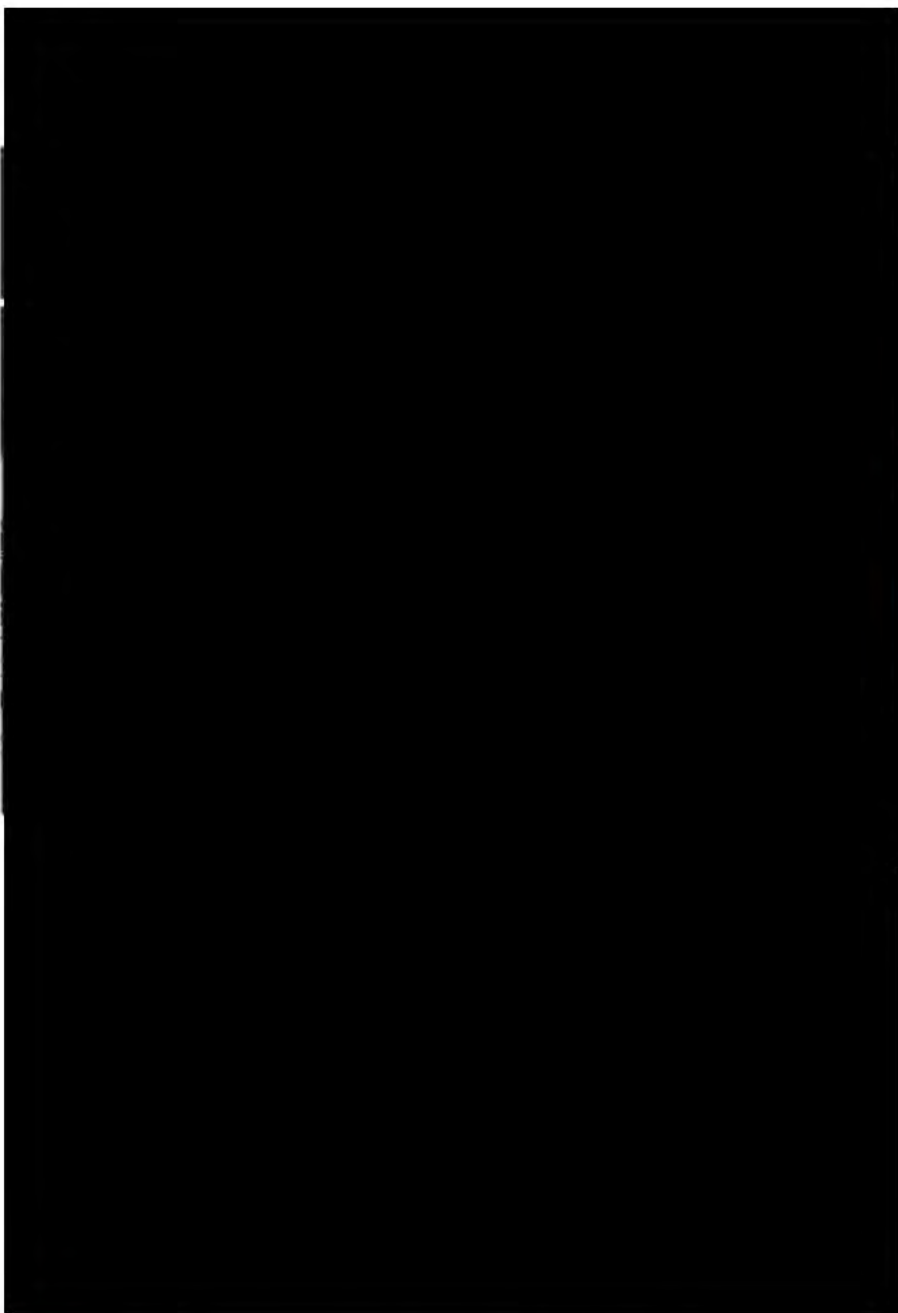
Email - [REDACTED]

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]

4th 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 21st January 2022 the venue started providing entertainment on a weekly basis scheduling live acts and DJ nights on their website. On 21st 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 22nd January 2022. The night of the 22nd 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 28th 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 28th & 29th 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 31st 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 17th 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 21st 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 17th 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 2nd 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 20th 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.



Representation 6

From: 

Sent: 07 June 2022 16:04

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

Subject: Regis Hall



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]

7th 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

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

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	EXCESSIVELY LOUD MUSIC DISTURBING MY KIDS SLEEP AND LOAD OF MESS BEING LEFT ON THE STREET
		Brook Lane	'Noisy'
		HICKMANS MIDDLE	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 CAFS 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	nuisance parking & in Hickmans Ave
		"	"
		HAYDEN RD RED HILL B64	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
		Highwell 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
		 Redacted 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

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
		152 Reddal Hill Rd	Parking Problems cars parked on my drive and blocking it. Noise
		152 Reddal Hill rd	Parking problems. rubbish

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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

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
		Thistle Green rd,	visited our son's Address on 30/4/22. Noise was very loud.
		Thistle Green Road	VISITED SON HAD PROBLEM WITH PARKED CARS
		Highland Rd	Parking problems
		"	" "
		HIGHLAND RD	I SUPPORT THE PETITION

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

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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 Quee 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

Sandwell Council

Council House

Oldbury

B69 3DE

W: 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 **3rd 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 3rd February 2022 that the noise nuisance and disturbance to residents would improve as the venue had seemed receptive to the concerns raised.

On **5th 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 **6th 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 13th 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 **15th 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 **5th 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 **12th 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 12th 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 **30th 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 **20th 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 **11th 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