

Noise and Amenity Action Plan

Terminus Hotel

**492 Queens Parade
FITZROY NORTH**

May 2023

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A. INTRODUCTION

1. The purpose of this Noise and Amenity Action Plan (**NAAP**) is to ensure the appropriate management and operation of the Terminus Hotel (**the Hotel**), and to ensure that the Hotel does not unreasonably affect the amenity of the surrounding area.
2. This NAAP relates to the area of land which incorporates the subject land at 492 Queens Parade, Fitzroy North and the areas immediately surrounding the Hotel.
3. This NAAP applies to all employees, patrons and contractors in relation to the Hotel, and is operationalised through induction and monthly staff meetings. This NAAP is to be reviewed regularly, including after any incident and not less than annually with any changes to the operator's obligations under applicable legislation.
4. The matters and objectives set out in this NAAP will work and should be read in conjunction with the existing, or any future conditions or requirements set out planning permits or liquor licence for the Hotel.
5. A copy of the plan for the Hotel is found at **Attachment 1 (Operational Plan)**. The Operational Plan and Operational Table in section B clearly outlines all relevant operations matters and must be referred to by staff, as necessary, each day. A copy of the Operational Plan, and the Operational Table in section B will be displayed behind all bar and staff areas for easy reference by staff.

B. HOTEL DESCRIPTION AND DETAILS OF USE

1. The Hotel is located at 492 Queens Parade, Fitzroy North on the north-western corner of Queens Parade and Brennand Street with pedestrian access from Queens Parade and Brennand Street.
2. The Hotel is a two-storey building with internal dining areas, footpath trading and an outdoor area at the rear of the Hotel.
3. The surrounding uses on Queens Parade consist of commercial and food and drink premises to the south-west west, and residents to the north-west. An elevated train line (Mernda line) and Merri Creek parklands sit to the north of the Hotel.
4. The below Operational Table is a summary of conditions applicable to each area of the Hotel, and should be read in conjunction with the Operational Plan.

Operational Table

Area (*each area colour corresponds with the same colour area on the Operational Plan)	Hours	Music	Operational requirements	Patron capacity
Area 1	Sunday – 10am and 11pm Good Friday – 12noon and 11pm Anzac Day (not being Sunday) – 12noon and 1am On any other day – 7am and 1am	Live acoustic music to cease 11pm Monday to Saturday, and 10pm Sundays and Public Holidays Background music to 1am All music to be via a calibrated noise limiter		443 patrons overall (with no more than 30 patrons in the external area)
Area 2	Sunday – 10am and 11pm	Live acoustic music to	The automatic sliding	

	<p>Good Friday – 12noon and 11pm</p> <p>Anzac Day (not being Sunday) – 12noon and 1am</p> <p>On any other day – 7am and 1am</p>	<p>cease 11pm Monday to Saturday, and 10pm Sundays and Public Holidays</p> <p>Background music to 1am</p> <p>All music to be via a calibrated noise limiter</p>	<p>door between Area 2 and the external area must remain closed at all times (except for patron ingress and egress).</p> <p>The sliding doors to the pergola area must be closed at all times (not to be used by patrons).</p>
Area 3	<p>Sunday – 10am and 11pm</p> <p>Good Friday – 12noon and 11pm</p> <p>Anzac Day (not being Sunday) – 12noon and 1am</p> <p>On any other day – 7am and 1am</p>	<p>Live acoustic music to cease 11pm Monday to Saturday, and 10pm Sundays and Public Holidays</p> <p>Background music to 1am</p>	<p>All louvres to be closed by 10pm</p>
External area	<p>Sunday – 10am and 10pm</p> <p>Good Friday & Anzac Day – 12noon and 10pm</p> <p>On any other day – 7am and 10pm</p>	<p>No music at any time</p>	<p>All operable doors must be closed after 10pm on all days, and when live acoustic music occurs.</p> <p>The automatic sliding door between Area 2 and the external area must remain closed at all times (except for patron ingress and egress).</p> <p>The sliding doors to the pergola area must be closed at all times (not to be used by patrons).</p>
Remainder of the Hotel	<p>Sunday – 10am and 11pm</p> <p>Good Friday – 12noon and 11pm</p>		

	Anzac Day (not being Sunday) – 12noon and 1am On any other day – 7am and 1am			
Consumption off the Hotel	Sunday – 10am and 11pm Good Friday & Anzac Day – 12noon and 11pm Monday to Thursday – 7am and 11pm Friday & Saturday – 7am and 12 midnight		N/A	N/A

C. OPERATIONAL CONSIDERATIONS

i. Complaints

- a. Management will take all complaints by neighbours seriously and will endeavour to respond to any concerns in a timely and positive manner.
- b. Any complaints from members of the public, Victoria Police, authorised officers of the City of Yarra or officers of the liquor licensing authority in relation to the Hotel's operations that cannot be resolved immediately are to be referred to Management for appropriate attention.
- c. Management shall ensure that any nearby resident is, on reasonable request, given the Manager's phone number.
- d. Any complaints must be recorded in an incident reporting system and all details logged including any action taken or to be taken. A daily review of the incident reporting system will be conducted by the nominee or Manager.
- e. Management of the Hotel must be available to assist any officer from the City of Yarra investigating a disturbance in an effort to rectify any problems arising from the use of the Hotel.

ii. Management and dispersal of patrons

- a. When the Hotel closes patrons will be required to leave the Hotel via the Queens Parade exit.
- b. Staff will take reasonable measures to ensure patrons disperse the Hotel in a quiet and orderly fashion.
- c. Staff shall monitor patron entry and egress to ensure the street is free from congestion.
- d. Staff will be familiar with transport options and will assist patrons where appropriate.

iii. Smoking

- a. In accordance with the *Tobacco Act 1987 (Vic)* smoking is not allowed in any outdoor area where food is available for consumption.
- b. Appropriate 'No Smoking' signage will be provided in all external areas at all times where food is available for consumption.
- c. Appropriate signage will be provided for designated smoking areas at all times in locations where food is not available for consumption.

iv. Queuing

- a. Management of the Hotel will maintain satisfactory and orderly queuing arrangements at the Queens Parade entrance to the Hotel, if required.
- b. Any queuing arrangement should utilise a defined section of the footpath along the building line and will maintain pedestrian access along the street frontage.

v. Movement and exit of patrons

- a. At 10pm patrons in the external area must leave this area. Given the internal patron capacity is consistent with the overall patron capacity of the Hotel, there will be no exceedance of the maximum patron capacity when patrons from this area re-enter the balance of the Hotel.
- b. When the Hotel closes patrons will be required to leave the Hotel via the Queens Parade exit.
- c. Staff shall monitor patron behaviour and patron capacities in both the internal and external areas to ensure that the area and the amenity of the neighbourhood is not disturbed.
- d. Appropriate signage as required by the *Liquor Control Reform Act 1998* and the liquor licence will be displayed at all times.
- e. Management will display signage at exits with words to the affect of "*Please respect our neighbours and leave the area quietly*".
- f. CCTV surveillance is installed both within the Hotel, including external areas and cover the access points to the Hotel.

- g. Security lighting is in place on the exterior frontages of the Hotel and is timed to turn off half an hour after the end of trade in addition to a street lights in the area operated by Council which remain on all night.

vi. Music

- a. Live acoustic music is authorised in Areas 1, 2 & 3, and must cease 11pm Monday to Saturday, and 10pm Sundays and Public Holidays.
- b. Background music is allowed in Areas, 1, 2 & 3 to 1am through a calibrated noise limiter.
- c. There is no music allowed in the external area.
- d. The sliding doors to the pergola area must be closed at all times and are not to be used by patrons.
- e. The doors separating Area 2 and the external area must remain closed at all times (except for patron entry and egress). This door must be closed with no access to the external area from 10pm.
- f. All louvres in Area 3 must be closed by 10pm.
- g. Music generated from the operation of the Hotel shall at all times comply with the standards set out in the *Environmental Protection Regulations* that apply to commercial premises, as amended from time to time.

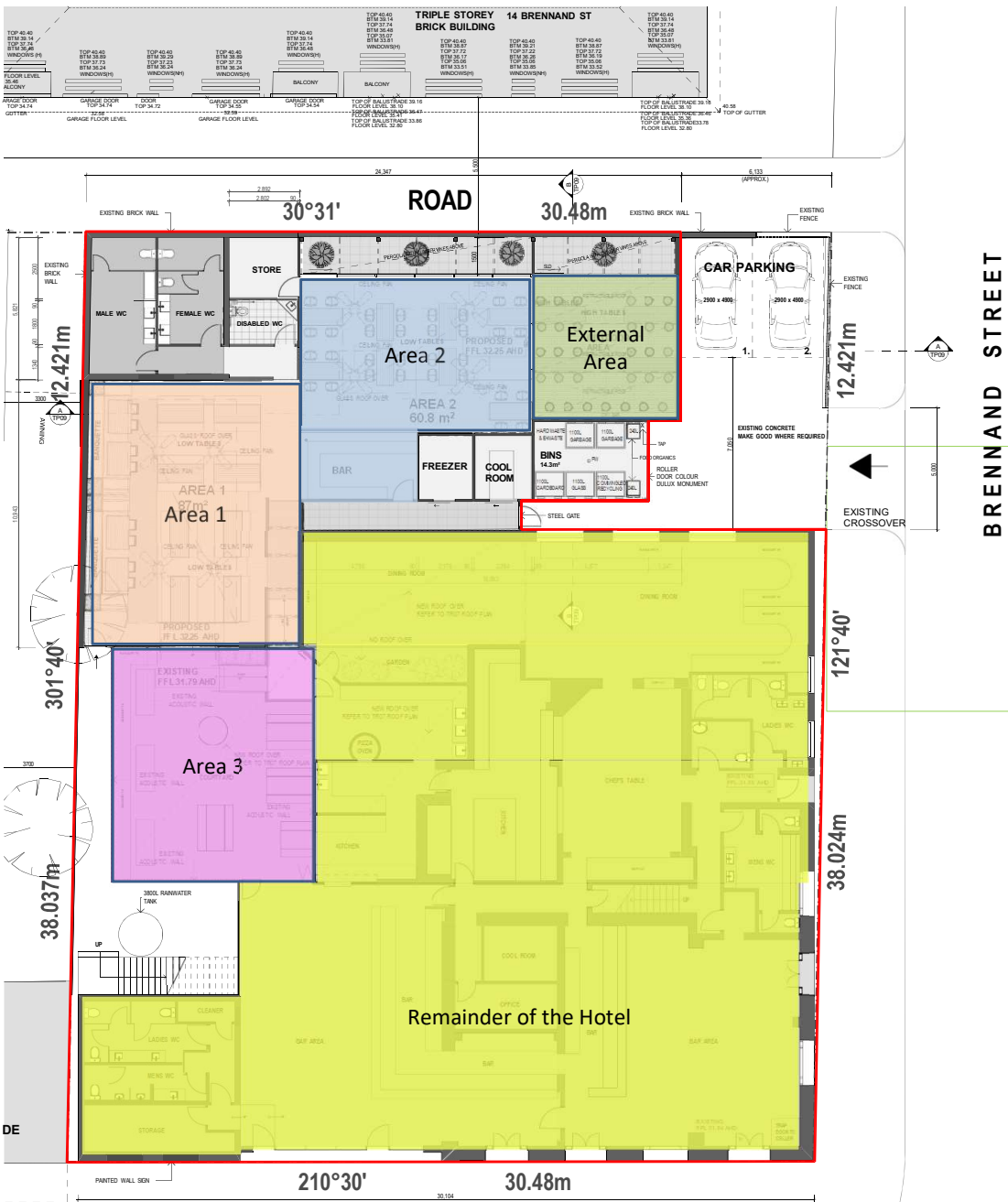
vii. Waste

- a. Waste will be disposed of in appropriate recyclable bins.
- b. Waste will be deposited quietly in the appropriate bin/waste areas so not to cause effects to the amenity of the area.
- c. All efforts will be made to ensure that rubbish collection does not interrupt the amenity of the area.
- d. Emptying of bottles and cans into bins may only occur between 7am and 10pm on Monday to Saturday or after 9am on Sunday or a public holiday.

viii. Other measures

- a. Management, and staff where applicable, will ensure that:
 - i. The Hotel will at all times have regard to its neighbours in the surrounding area and use best practice to ensure that minimal disturbance is caused to those residents by the operation of the Hotel.
 - ii. If any disturbance arising as a result of the operation of the Hotel cannot be promptly controlled, the licensee shall call the police for assistance where appropriate.
 - iii. All staff at the Hotel engaged in the service of alcohol must have completed Responsible Service of Alcohol training prior to commencement of their first shift.
 - iv. Copies of RSA certificates, and completed RSA refresher courses, for all staff engaged in the serving of alcohol will be maintained on premises.
 - v. The Hotel acknowledges the importance of a food offering as a measure to reduce alcohol intake and to reduce the risks of harm associated with excessive consumption of alcohol. Food service will be available at all times the Hotel operates, and a food menu that advertises the availability of food will be available to patrons at all times alcohol may be consumed.
 - vi. All staff will have continual regard to the Operational Plan and Operational Table.

ATTACHMENT 1 – OPERATIONAL PLAN



GROUND FLOOR LIQUOR LICENSING PLAN
1:100

LICENCE AREA = RED LINE



DATE	REVISION	APPROVEMENT	BY
20/11/2021	A	SP - SUBMISSION	JF
23/03/2021	A	SP - 360 RESPONSE	JF
18/02/2021	B	SP - 360 RESPONSE	JF
1/03/2021	C	SP - 360 RESPONSE	JF

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DATE APRIL 2021
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CHECKED G.C.
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SCALE 1:100

DWG No. TP14
REVISION C

FIRST FLOOR LIQUOR LICENSING PLAN
1:100

