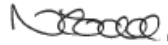


Blackpool Council Licensing Service				
Representation made by a Responsible Authority				
Responsible Authority				
Name of Responsible Authority	Blackpool Council			
Name of Officer <i>(please print)</i>	Nicky Todd			
Signature of Officer				
Contact telephone number	01253-478318			
Date representation made	02	09	2022	
Do you consider mediation to be appropriate				NO
Premises Details				
Premises Name	Kaos			
Address	38-42 Queen Street			
	Blackpool			
Post Code	FY1 2AY			
Details of your representation (Please refer and attach any supporting documentation)				
<p>Review has been submitted by Lancashire Constabulary for the revocation of the licence at Koas, 38-42 Queen Street, Blackpool.</p> <p>On 4th April 2022 Environmental Protection received 8 complaints from different residents of music being so loud that they were unable to sleep until the venue closed and people had dispersed. One complainant stated 'the noise levels of the music coming from this venue is so high that I was unable to go to bed to sleep until the venue had closed at 5am in the morning and then had to wait a further hour for all the shouting and fighting on the streets before I could go to bed to sleep'. EBF references for these complaints are as follows – 4078475, 4078472, 4078417, 4078403, 4078377, 4078374, 4072368 and 4078332. Copies of these complaints are attached at the end of the document.</p> <p>On Friday 15th April 2022 I visited the premises with PC Pritchard in relation to complaints of noise we had received, the complaints were that music could be clearly heard from the street and in the neighbouring premises. On approaching the premises the music could be clearly heard, went inside and spoke to the manager about the volume of music and reminded him that there were conditions in relation to noise and that that noise was not permitted to be heard within the nearest sensitive premises.</p> <p>As a result of the conversation he informed me that he would seek to get a limiter on the sound system so that DJ's and other acts would not be able to increase the volume when performing.</p> <p>I visited the premises a week later and observed that a limiter had been purchased and was</p>				

introduced. Environmental Protection has not received any further complaints of noise from loud music since this visit was carried out.

In June 2022, Donna Rigby from Housing Enforcement contacted me following on from an inspection of the flats above Kaos. When inspecting the flats it was identified that there was a generator being run from an outhouse building into Kaos. I spoke with the maintenance manager and with Mr Cropper about the generator, they informed me that it was being run as there was no electric in the building currently following on from it being deemed unsafe, they had purchased the generator to be able to continue operating. Mr Cropper informed me that the generator was being switched off after 10pm and then electric was being run from batteries. The tenants confirmed that this was the case at the time of my visit but it had been running until the premises had closed prior to my visit. I enquired how long the generator would be in use for and Mr Cropper informed me for a week or 2 until the new electrical unit was received. There have been no further complaints of the generator since my visit, housing officers continue to visit the flats and have not observed any further issues with the use of the generator.

The conditions in relation to noise at the premises are as follows:

- Condition 21 states The volume of amplified sound used in connection with regulated entertainment shall at all times be under the control of the licensee or management and the controlling mechanism shall be operated from a part of the premises inaccessible to the public.
- Condition 26 The licensee shall ensure that noise or vibration shall not emanate from outside the premises such as to cause persons in the neighbourhood to be disturbed. To this end sound insulation shall be provided and regard must be had to the ventilation requirements for the premises. All sound insulation shall be installed to the satisfaction of the Council.
- Condition 34 states Noise from any Regulated Entertainment, Mechanical Ventilation or Refrigeration Plant shall be inaudible within the nearest sensitive properties or, at the discretion of the Local Authority, shall not exceed some other pre-agreed limit, which does not cause unreasonable disturbance to the residents of these properties or their guests.

Involvement with Environmental Protection has identified that there have been breaches to all of the licensing conditions in relation to noise, as a result officers have attended and have requested that measures are taken in reduce the impact of noise on nearby residents. There appears to be limited management control in relation to noise mitigation from the premises and a lack of knowledge from the staff about noise control.

For New / Variation Applications only.

It is recommended that the licence should only be granted if the application is amended, or if conditions are applied, as detailed below.

38-42 Queen Street

Reference:	4078332	Date Created:	04/Apr/2022 09:39
Status:	No action required	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:37	Allocated To:	Jordan Fox

Main

EP Work item ID	4078312
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Complainant Details

Name of person complaining	Sarah Hawkins
Address of person complaining	
Contact Number of person complaining	
Name of person being complained about	
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	Customer would like to raise a noise complaint about Kaos Bar on Queen Street. She states that they are open till 5am every night and she can constantly hear the music thudding through her walls. at weekends it is even worse. She states this has been going on for months and other people have complained and nothing gets done. Customer states she has not spoken to the bar directly and has no intention of doing so.

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
	Warning letter/Diary Sheets sent	06/Apr/2022	Jordan Fox
Initial Response (dd/mm/yy hh:mm)	06/Apr/2022 15:00		

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

Locksmith Required?	
Warrant Required?	
EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

Notes

Date	Person	Comment
06/Apr/2022 12:37	Jordan Fox	will re open when / if diary sheets are returned - letter has been sent to p, see R.I
04/Apr/2022 09:40	Nicky Todd	Called complainant - she says it is every night.
04/Apr/2022 09:40	Nicky Todd	ASB Report Created 4078334
04/Apr/2022 09:40	Nicky Todd	Created from EP standard

38-42 Queen Street

Reference:	4078368	Date Created:	04/Apr/2022 09:59
Status:	No action required	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:44	Allocated To:	Jordan Fox

Main

EP Work item ID	4078081
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Complainant Details

Name of person complaining	Thomas McNeil
Address of person complaining	xxxxx
Contact Number of person complaining	xxxxxx
Name of person being complained about	Koas Nightclub
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	The noise levels of the music coming from this venue is so high that i was unable to go to bed to sleep. Until the venue had closed at 5AM in the morning and then had to wait a further hour for all the shouting and fighting on the streets before i could go to bed to sleep.

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
	Warning letter/Diary Sheets sent	06/Apr/2022	Jordan Fox
Initial Response (dd/mm/yy hh:mm)	06/Apr/2022 15:00		

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

Locksmith Required?	
Warrant Required?	
EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

Notes

Date	Person	Comment
06/Apr/2022 12:44	Jordan Fox	will re open when / if diary sheets are returned
04/Apr/2022 10:02	Nicky Todd	ASB Report Created 4078373
04/Apr/2022 10:02	Nicky Todd	Created from EP standard

38-42 Queen Street

Reference:	4078374	Date Created:	04/Apr/2022 10:03
Status:	No action required	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:41	Allocated To:	Jordan Fox

Main

EP Work item ID	4078079
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Complainant Details

Name of person complaining	Thomas Mccarron
Address of person complaining	xxxx
Contact Number of person complaining	xxxxx
Name of person being complained about	Koas Nightclub
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	The noise levels of the music coming from this venue is so high that i was unable to go to bed to sleep. Until the venue had closed at 5AM in the morning and then had to wait a further hour for all the shouting and fighting on the streets before i could go to bed to sleep.

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
	Warning letter/Diary Sheets sent	06/Apr/2022	Jordan Fox
Initial Response (dd/mm/yy hh:mm)	06/Apr/2022 15:00		

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

Locksmith Required?	
Warrant Required?	
EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

4078374 Noise Complaint - 38-42 Queen Street

Notes

Date	Person	Comment
06/Apr/2022 12:41	Jordan Fox	will re open when / if diary sheets are returned. See R.I, letter has been sent to p
04/Apr/2022 10:04	Nicky Todd	ASB Report Created 4078375
04/Apr/2022 10:04	Nicky Todd	Created from EP standard
04/Apr/2022 10:04	Nicky Todd	Called complainant - he has been warned about keeping the doors closed but they keep them open.

38-42 Queen Street

Reference:	4078377	Date Created:	04/Apr/2022 10:05
Status:	No action required	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:34	Allocated To:	Jordan Fox

Main

EP Work item ID	4078078
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Complainant Details

Name of person complaining	Ashley McNeil
Address of person complaining	xxxxx
Contact Number of person complaining	xxxxx
Name of person being complained about	Kaos Nightclub
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	The noise levels of the music coming from this venue is so high that i was unable to go to bed to sleep. Until the venue had closed at 5AM in the morning and then had to wait a further hour for all the shouting and fighting on the streets before i could go to bed to sleep.

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
	Warning letter/Diary Sheets sent	06/Apr/2022	Jordan Fox
Initial Response (dd/mm/yy hh:mm)	06/Apr/2022 14:00		

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

Locksmith Required?	
Warrant Required?	
EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

4078377 Noise Complaint - 38-42 Queen Street

Notes

Date	Person	Comment
06/Apr/2022 12:34	Jordan Fox	letter sent to p already due to another complaint, will re open when / if diary sheets are returned
04/Apr/2022 10:09	Nicky Todd	called complainant - provided an update on what actions had been taken,.
04/Apr/2022 10:06	Nicky Todd	ASB Report Created 4078378
04/Apr/2022 10:06	Nicky Todd	Created from EP standard

38-42 Queen Street

Reference:	4078403	Date Created:	04/Apr/2022 10:28
Status:	Duplicate Complaint	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:30	Allocated To:	Jordan Fox

Main

EP Work item ID	4078077
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Complainant Details

Name of person complaining	Mark Simmons
Address of person complaining	xxxxx
Contact Number of person complaining	xxxxx
Name of person being complained about	Koas night club
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	The noise levels of the music coming from this venue is so high that i was unable to go to bed to sleep. Until the venue had closed at 5AM in the morning and then had to wait a further hour for all the shouting and fighting on the streets before i could go to bed to sleep.

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
Initial Response (dd/mm/yy hh:mm)			

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

4078403 Noise Complaint - 38-42 Queen Street

Locksmith Required?	
Warrant Required?	
EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

Notes

Date	Person	Comment
04/Apr/2022 10:48	Nicky Todd	ASB Report Created 4078450
04/Apr/2022 10:48	Nicky Todd	Created from EP standard
04/Apr/2022 10:29	Nicky Todd	additional complaint received: Could not sleep because of the music, the bass was very heavy. They are not shutting there doors. I cannot go to bed until after 6am because they are shouting, fightening and screaming on the street. I find this very unfair

38-42 Queen Street

Reference:	4078417	Date Created:	04/Apr/2022 10:34
Status:	Duplicate Complaint	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:30	Allocated To:	Jordan Fox

Main

EP Work item ID	4078380
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Complainant Details

Name of person complaining	Jason powell
Address of person complaining	xxxxx
Contact Number of person complaining	xxxxx
Name of person being complained about	Jason Powell
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	Noise and music coming from Kaos bar on Queen St in the middle of the night

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
Initial Response (dd/mm/yy hh:mm)			

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

Locksmith Required?	
Warrant Required?	

4078417 Noise Complaint - 38-42 Queen Street

EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

Notes

Date	Person	Comment
04/Apr/2022 10:34	Nicky Todd	ASB Report Created 4078418
04/Apr/2022 10:34	Nicky Todd	Created from EP standard

38-42 Queen Street

Reference:	4078472	Date Created:	04/Apr/2022 11:04
Status:	No action required	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:30	Allocated To:	Jordan Fox

Main

EP Work item ID	4078380
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Complainant Details

Name of person complaining	Jason powell
Address of person complaining	xxxxx
Contact Number of person complaining	xxxxx
Name of person being complained about	Jason Powell
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	Noise and music coming from Kaos bar on Queen St in the middle of the night

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
	Warning letter/Diary Sheets sent	06/Apr/2022	Jordan Fox
Initial Response (dd/mm/yy hh:mm)	06/Apr/2022 14:00		

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

Locksmith Required?	
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4078472 Noise Complaint - 38-42 Queen Street

Warrant Required?	
EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

4078472 Noise Complaint - 38-42 Queen Street

Notes

Date	Person	Comment
06/Apr/2022 12:30	Jordan Fox	will re open if / when diary sheets are returned
06/Apr/2022 12:30	Jordan Fox	LETTER to p sent already due to another complaint
04/Apr/2022 11:04	Nicky Todd	ASB Report Created 4078473
04/Apr/2022 11:04	Nicky Todd	Created from EP standard

38-42 Queen Street

Reference:	4078475	Date Created:	04/Apr/2022 11:05
Status:	No action required	Created By:	Nicky Todd
Date Closed:	06/Apr/2022 12:05	Allocated To:	Jordan Fox

Main

EP Work item ID	4078077
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Complainant Details

Name of person complaining	Mark Simmons
Address of person complaining	xxxxx
Contact Number of person complaining	xxxxx
Name of person being complained about	Koas night club
Address of person being complained about	Kaos Bar 38-42 Queen Street Blackpool FY1 2AY
Is Property Owned or Rented?	
Landlord/Property Manager Details	

Complaint Details

Type of Noise Complaint	Noise Entertainment
Domestic Noise Type	
Please remember to ask the customer how the situation makes them feel and how it impacts on their daily life	
Details of the Complaint	The noise levels of the music coming from this venue is so high that i was unable to go to bed to sleep. Until the venue had closed at 5AM in the morning and then had to wait a further hour for all the shouting and fighting on the streets before i could go to bed to sleep.

Actions

Action(s) Taken			
Action (old)	Action (new)	Date	Officer
	Warning letter/Diary Sheets sent	06/Apr/2022	Jordan Fox
Initial Response (dd/mm/yy hh:mm)	06/Apr/2022 14:00		

Notice Details

Notice Expiry Date	
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Additional Details

Noise Seizure Details

Locksmith Required?	
Warrant Required?	
EP Staff Costs (£)	0
Vehicle Cost (£)	0
Locksmith Cost (£)	0
Admin department costs (£)	0
Storage Costs (£)	0
Total Cost (£)	0

Prosecution Details

Prosecution Successful?	
Ward	CLAREMONT

Letter Fields

Date for letter to be entered - 1 January 2017	
Our ref	
Your ref	
Name for letter	
Direct line	
Email	
Description of noise issue	
Name of officer	
Number of days warning for letter	
Action to be taken	

Notes

Date	Person	Comment
06/Apr/2022 12:05	Jordan Fox	will re open when / if diary sheets are returned
04/Apr/2022 11:06	Nicky Todd	ASB Report Created 4078476
04/Apr/2022 11:06	Nicky Todd	Created from EP standard