

Amenity submission - post 11pm trade and external areas

A written submission as to what steps will be taken to minimise the amenity impact on any neighbouring residential and commercial premises.

CAFÉ ELEVEN

Car parking and traffic impacts

Café ELEVEN will not impact local parking or traffic, and customers, employees and/or deliveries due to the premises is located inside the village which we will not allow any cars coming into the village during winter season (June till October). All cars are required to park at car park 1,2,3, and 4 and all visitors and employees will walk from there which is about 400 metres. For delivery process, we will use only over-snow vehicles transporting goods during winter season. As a result, our business will not illegally park or obstruct any traffic flow. After winter season, Cafe Eleven will be closed for the public and we will not operate the promises from October until June.

Management of animals

Café ELEVEN will not allow any pets to come into the premises. As we are located in National Park, as a result, all domestical animals are not allowed to bring them in from the Resort entry.

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Noise management

- Controlling venue noise
 - Close the doors and windows during entertainment.
 - Monitor and record entertainment noise 3m from the source, every hour, to ensure it does not exceed the noise levels outlined on our liquor licence.
 - Face speakers away from our neighbours.
 - Our premises is 100 metres away from our neighbours.
 - Only provide entertainment suitable to the structure of our premises e.g. karaoke, acoustic, and playing pop-music.
 - Go outside and listen for noise—if we can make out the actual words to a song, the music is too loud.
 - Check whether we can hear the bass clearly outside our venue and adjust the levels—bass will heavily impact on our neighbours.
 - Install a sound limiting device.
 - Investigate whether double glazing might help with noise control.
- Controlling patron noise
 - Display signs asking patrons to be considerate of neighbours.
 - Ensure adequate security and lighting in external areas (front deck) to manage patrons as they leave and discourage loitering.

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- There is no outdoor entertainment event on the public land and no speakers outside the building.
- Café ELEVEN can control the potential noise as we will play the music indoor only, and the music will stop playing at 10:30pm every night and closing the venue by midnight. This will ensure the noise will not be heard in a neighbour's residence.
- We will not allow anyone to use any sound amplifying equipment or from their devices in outdoor space of Café ELEVEN to a level that the noise is, objectionable, constitutes a nuisance to any other person or interferes with the reasonable enjoyment of the nearby area by others.
- Ensure staff clear tables and surroundings of empty glasses and bottles regularly to reduce incidences of broken glass. This also removes potential weapons should trouble arise and increases staff and security presence in view of patrons.
- The noise log will be implemented for recording and for Inspectors to access Café ELEVEN when requiring assessing the noise levels and to identify the source of the noise. A 'noise log(s)' will also be completed by employees to allow Inspectors to clearly understand and to identify what noise types are affecting us and where we believe they are emanating from.
- We will ensure the noise limits as follows:
 - a) Day: 45 dB
 - b) Evening: 39 dB
 - c) Night: 34 dB
- Motor vehicles for goods transportation will be running between 9 am till 6 pm daily during winter seasons.

Waste

Café ELEVEN will provide adequately general rubbish bins which there will be disposed of legally and appropriately. We will remove the rubbish bins every morning by our Resort staff and a commercial waste removal will come and pick up from transfer station twice a week during winter season.

Glass Removal

Ensure staff clear tables and surroundings of empty glasses and bottles regularly to reduce incidences of broken glass. This also removes potential weapons should trouble arise and increases staff and security presence in view of patrons.

Possibility of nuisance or vandalism

- We will aim at a balance between social interaction with patrons and detached authority when trouble arises, so that everyone understands who will have the last word.
- Refuse entry to unduly intoxicated people and minors.

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- Consider engaging a security firm to provide appropriately licensed personnel to avoid, reduce and address violent.
- Discourage unsafe practices that are likely to cause harm.
- Do not allow people to leave your premises with open containers of alcohol, such as a stubbies, cans or glass. This could be interpreted as tolerating patron consumption of liquor in a public place or while driving, both of which are against the law.
- Discourage groups of people from lingering and keep noise levels to a minimum.

Venue Amenities

- Café ELEVEN is sightly and undangerous property. Our building is in a good condition and well maintenance with no broken windows and doors; no significant damage to roofs and gutters; no partially demolishes structures and no graffiti.
- Our premises has adequately lit. This will allow monitoring of patron behaviour, including intoxication levels, and will discourage drug dealing, sexual harassment and unwanted loitering. Also there is lighting outside the establishment adequate for security.
- Serve alcohol in measured glasses so people can monitor their standard drinks.
- Use signage advising patrons of their rights and responsibilities.
- Ensure fire exits are designated with lit fire exit signs and not blocked or locked from inside.
- Ensure your premises is clean and in good repair to minimise unhygienic practices and potential safety risks.

Vegetation on Nature Strips

- A minimum of 1.5 metres from the property line is kept clear to allow for pedestrian access, and other deliveries.
- Adequate space is provided for placing rubbish and recycling bins for collection.
- We will not permit below items on our nature strip:
 - a) Synthetic turf;
 - b) Letterboxes;
 - c) Irrigation;
 - d) Rocks;
 - e) Any Items that obstruct the safe flow and vision of pedestrians and traffic or pose a hazard to the public.

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