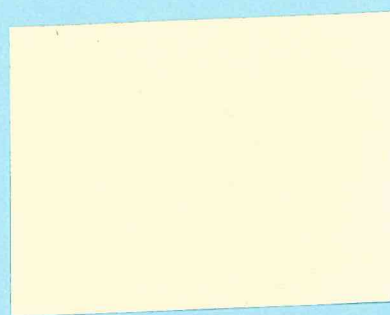


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NSW Department of Planning and Infrastructure
23-33 Bridge St
Sydney NSW 2000

Attention: Ms Sarah Roach

**Objection to the S96 (Mod3) Application by Doltone House to modify the
Approval Conditions of DA 52-03-05**

Elements of the application which are still being requested by Doltone House to be amended
include:

- | | |
|--------------------|---|
| • Condition B3 | Maintaining written records of all events and functions |
| • Condition B4 | Preparation and implementation of a Noise Mang't Plan |
| • Condition A4a | CCTV Cameras |
| • Condition B6 | Closing Time |
| • Condition B11 | Security Management of guests and staff |
| • Condition B13 | Collection of guests/Shuttle Bus Service |
| • Condition B17 | Service Vehicle Deliveries: Times |
| • Condition B18 | Unloading requirements/Service Vehicle Locations |
| • Condition B20,21 | Waste removal |
| • Condition B24 | Use of Common Property |
| • Condition B26 | Use of Metal/Public Stairs |

This submission is just one of numerous households in the immediate vicinity of Doltone House (DH) Jones Bay Wharf, and states my objections, based on 6 years experience as a resident, to the modifications proposed by Doltone House (DH) in their Second Submission dated 5 September 2013.

The proposed DH "certain improvement" has been compared, examined and assessed based on my 6 years of experience as a resident and summarised below in my statements of objection and schedules A,B and C.

Objections

The residents seek the refusal of DA 52.03.05 MOD 3 as it is inadequately prejudicially and significantly different in its evolved context of the linked operations of DHJBW and DH Darling

Island from the 2005 approval to warrant a full review and assessment of a new Development Application. As a minimum the Doltone House conditions should revert back to their original DA conditions. **The full review is in the interests and safety of the local community and the public.**

Condition B2, B3: Records and Reporting

DHJBW propose to delete Condition B2 and modify B3 so that DH alone keep site records.

Objection is made to DH being the sole keeper of the site records of patron numbers, security and the breaching of conditions as the proposed changes negate DA 52.03.05, the operation of Condition B4 and the legal rights of the residents.

Both are original conditions from the 2005 approval and were drawn from the experience and impact on the residents of the illegal operation of a function centre without approval, without POPE registration.

These conditions together with B4 provide the operational management to be undertaken by DH to minimise the impacts on the amenity of residents. These obligations grant DH approval to operate as they wish without policing. This is unacceptable.

Condition B2 Monthly Reporting of events to Council

To ensure the obligations are met DH are to report to SCC monthly on function "events" bookings, the anticipated patron numbers and to provide a hotline for complaints. Proposed is the deletion of B2.

Condition B3 DHJBW Internal Record of Events, number of patrons, staff and security staff

DH propose to amend the condition so that they alone keep the internal records of actual numbers which could be reviewed by the regulatory authorities.

Comments/Conclusions

DH has breached and continues to breach Conditions B2, B3. The actual numbers exceed those recorded. Accepting the DH proposal, negates the intent of the DA 52.03.05 and the legal rights of the residents.

Accepting, the DH proposal impacts on the effective operation of Condition B4.

Condition B4: Noise Management Plan

Objection is made to the reduced accountability of DH, the negation of the ability of the regulatory authorities to reasonably assess breaches resulting in the inability of the residents to seek fair and appropriate recourse.

The residents seek an amendment to Condition A4 to include"not to be used for the purpose of concerts or dance parties, multiple weddings, School Events or similar activities ..."
this would greatly diminish the noise impact to residents and improve public safety.

Schedule B shows that the proposed changes minimise the accountability of DH and negates the ability of regulatory authorities to reasonable check breaches. The result of the proposal is to strip all legal recourse from the residents.

The complete failure of DH to fulfil its obligations and act proactively has produced the current distrust between the residents and DH. Mr Signorelli has on many occasions lied to my face, claiming such things as- no more year 12 formals, only to find another booked in 2 weeks later.

DH have engendered an internal culture of threat. Reported to the Police and the City Council are the actions of the DH Security Manager encouraging the patrons to draw their fingers across their throats while they look up at residents and hurling verbal abuse with the Security Manager standing next to the offender. Numerous other incidents are on record where the intoxicated patrons shouted verbal abuse to residents following encouragement by the Security Manager who stood there laughing.

There are many forms of events and the current definition is very broad developed since approval in 2005 by DH to include many different types of "events". The current DA did make the distinction between Restaurant, Corporate Events and Private Celebrations with different management procedures and security for each.

The matured "events" over the last 6 years of my experience are scheduled over the different categories with patron numbers noted together with behaviour patterns and impact on the resident's amenity.

Function	Patrons	Behaviour
1.Weddings, Double or Triple Weddings	Large numbers – early and late evening 580/700 Weekends	Drunken, disruptive and abusive. Noisy
2.School Events Year 12	Large numbers – early evening 700 Weekends	Drunken, disruptive and abusive. Noisy
3.Trade Events/Media/Marketing	Day – Early Evening 700 + During the week	Can be Noisy. When patrons migrate from an event at DH Darling Island to DH JBW for dinner it can be drunken, noisy, disruptive and abusive.
4.Conferences	Day 700 + During the week	Can be Noisy. When patrons migrate from and event at DH Darling Island to DH JBW for dinner or an XFactor event/ Firebrigade presentation evening, etc then it can be overwhelmingly loud with forecourt shows and large traffic disruptions contributing greatly to the noise.

The patron numbers stated are resident's observation and evidenced reference and differ

from that internally recorded by DHJBW and that stated to the regulatory authorities (Council and Police).

Comments/Conclusions

Weddings generally but particularly two or three weddings on the same night followed by year 12 formals, and corporate events are the most disruptive and provide the greatest impact on the resident's amenity and the general public.

If Condition A4 were to be amend to"not to be used for the purpose of concerts or dance parties or Weddings/School Events/ Corporate events or similar activities ..." this would greatly diminish the noise impact to residents and improve public safety.

The original DA 52.03.05 - 2005 approval conditioned the security and management protocols for two events - Celebratory Events and Corporate Events excluding the restaurant.

Condition B4a: CCTV

Objection is made to the location and specification of the CCTV system as it is inadequate in protecting the patrons, residence and the public.

The operational control and security of the CCTV system including the tapes appears to be by DH alone. This control is not transparent in providing the evidence necessary to protect the patrons, residence and the public.

The proposal continues to be inadequate to meet residents' objections with respect to coverage and access.

Comments/Conclusions

Residents agree that CCTV coverage of the areas where Doltone House patrons arrive and leave, and where they congregate during their departure, will be beneficial, but we think what is proposed is inadequate. For the effective use of the CCTV cameras we suggest the following additional specifications:

- Since noise is a major issue, we believe the coverage should include sound as well as images clearly visible in varying lighting conditions and time stamped.
- Coverage must include the street frontage along Piramma Road in the areas either side of Macarthur Apartments, to the public carpark on one side and to the start of channel 7 on the other side covering the stairs. Coverage should also include inside the wharf to cover patrons leaving DH and also delivery, maintenance vehicles, etc and traffic along Pirrama Rd.
- Coverage should also include the upper bridge access from Bayview St to cover patrons leaving DH and also delivery, and maintenance vehicles.
- Residents should be included in consultations concerning the number, location, review and transparency of CCTV recording and record management. These cameras risk some loss of privacy for residents of nearby apartments and it is particularly important that they be consulted about their location and coverage.
- Copies should be maintained for at least 90days sent to Council, OLGR, and the Licensing Police and Residents Representative Group to allow adequate time for review.
- When and how long are the tapes to run – how are they turned off and on and for how long?

Condition B11: Security Management Plan (SMP)

Objection is made to the proposed SMP which reduces security by 65% . The proposed changes; replacement of security staff with DH ushers and greeting staff; the lack of clear lines of responsibility and the location and procedures of each staff and security staff member. These "certain improvements" negate DA 52.03.05 and do not protect the amenity of the residents.

Security management has been and continues to be of poor quality, poorly managed and ineffective. Continually, patrons are intoxicated even walking past DH security on the footpath with bottles of beer in their hands, noisy, congregate on the footpaths waiting to be picked up. Often arguments and fights break out between men or partners where verbal and physical abuse is hurled between parties. Putting control fully in the hands of DH would be disastrous.

Condition B13: Shuttle and Bus Service

Objection is made to the existing circumstances where Buses/Coaches, Limousines, stretch Limousines, private noisy vehicles and modified hotted up cars deliver and pick up patrons and supplies to DHJBW. It is currently, unorganised, mismanaged, chaotic and dangerous to the public.

The residence seek a new DA with an independent professionally qualified Traffic Study to set out the efficient management of an overall complete system of delivering, disbursing and picking – up of patrons.

DH revised proposal "the management of the premises shall supply a shuttle bus service from the premise"....."That service **may** collect guests from designated collection points"... negates DH of its responsibilities and obligations to the residents.

The fact is there is only one shuttle bus organized by DHJBW at any one time which is not effective. In addition there are Buses/Coaches, Limousines, private cars, hot rods and idiots delivering and picking up patrons and supplies to DHJBW. It is unorganised, mismanaged, chaotic and dangerous to the public. The noise generated by the current system is often chaotic with cars doing burn-outs, revving engines, double and triple parked, etc in the middle of Pirrama Rd and impacts on the amenity of the residents. This occurs typically at two times of the evening, firstly early on at around 5-7pm then again later in the evening after about 11pm-1am.

My experience and that of the residents over the past 6 years is that the provision of the one shuttle bus is not effective:

- Only one bus in use at any one time
- The one bus does multiple trips back and forth adding to the traffic and noise, often in the late hours of the evening
- The bus is often parked in the No Parking zone out the front for long periods of time with the motor running, often preventing larger buses and taxis, etc from parking causing them to double park causing traffic and further noise.

- Whilst waiting for the return of the bus patrons noisily congregate on the footpath adding to the impact on the local community
- The bus often needs to weave between patrons cars, taxis picking up patrons, etc often double parked causing traffic jams and noise from car horns from frustrated drivers wanting to get through

The management of the current system of delivering, picking-up and disbursing patrons in conjunction with goods and services has not been reported in the Traffic Study or the Noise and Management Plan.

Comments/Conclusions

- A current independent professional qualified Traffic Study is needed to set out the efficient management of an overall complete system of delivering, disbursing and picking – up patrons.
- The Traffic Study must also report on the combined DHJBW and DH Darling Island system of goods and services undertaken by trucks, vans and cars.
- The Traffic Study must co-ordinate with the Acoustic Report on a management procedure and conditions that mitigate the loss of amenity of the residence.

Condition B17/18: Service Trucks

We the residents are often woken at different hours, be it late evening or early morning, by delivery vehicles, service vehicles, etc. There is no compliance with conditions of operation nor noise curfew hours.

The noise from these vehicles is amplified by the tunnelling effect of the wharf and the silence of the late or early hours as the case may be.

The proposed increase of patron and service trucks using the upper central road to service DHJBW and DH Darling Island is an unacceptable and unreported impact on Pirrama Rd (bridge traffic noise directly adjacent to bedrooms), Bayview St, Mill St and Point Sts.

Condition B20/21: Waste removal

Similar to Condition B17/18 above only that the vehicles are typically much larger and noisier

Condition B24: Use of Common Property

DH tend to use the common property as their own allowing various functions to use it for loud entertainment, advertising that encourages the public to loiter which adds to increase numbers which then adds to the noise.

Condition B26: Use of External Public Stair

Objection is made to the proposal to permit the use of the external metal staircase for guest egress.

The public stairs as a means of egress was denied under DA 52.03.05 which approved the sole use of the internal stair as the egress point within the JBW's common property thus retained the responsibility of DH over the noise and security of the patrons.

The lack of management by DH and the breaching of the approved condition with the use of the external Public Stairs greatly impacts on the amenity of us the residents.

The proposed use of the Public Stair makes no account of the vocal noise of departing patrons, the lack of responsibility once the patrons are on the public street, the descending and ascending paths in case of a fire

The residents also oppose any trial period for this condition, as we believe this will simply act as an opening to accept an unacceptable practice as has been done in the past by DH.

The proposal has noted that the metal stairs amplify the sound of footsteps, especially those of women in high heeled shoes, and assumes that the modification of the metal stairs will reduce this sound. Simply reducing the sound does not mean it will be within reasonable acoustic levels. What sound attenuation is guaranteed and what is the life of the product are questions requiring answers. Also the steepness of the stairs in conjunction with women in heels is dangerous to say the least and simply slows down the movement of personnel prolonging the duration of the noise, another adverse reason for the use of the stairs.

Doltone House have produced reports by traffic consultants and acoustic consultants to OLGR in the past to support their case. These reports have been contrived in their favour misrepresenting the truth. Simply having DH prepare a report by their own consultant to support their own case is like allowing a fox to protect the chicken coup.

Comments/Conclusions

Doltone House flagrantly violate the present condition allowing their guests' use of these stairs, and we are well aware of the noise characteristics of their use late at night. We have several points of concern:

- The proposal sets no acoustic standard of noise reduction that must be achieved in the treatment of the stairs before they may be used by departing Doltone House patrons.
- The noise and disturbance to residents comes not only from footsteps but also from voices, often exuberant. The proposal could see several hundred people using these steps in a short period. They will continue to socialise as they go.
- The staircase will deliver large numbers of guests, many well lubricated, directly onto the public footpath. Doltone House security arrangements have no effect, and Doltone House no responsibility, for persons on the public street. This undermines the effectiveness of the noise management plan that is proposed.
- The staircase and the footpaths where patrons will congregate are directly under the bedrooms of many residents' apartments with particular effects on Macarthur, and in Bayview and Point Streets. The proposed arrangement will mean increased late night disturbance for residents every night. This is intolerable.

We reiterate our view that Doltone House must manage the egress of its patrons within its premises and to the requirements set in its present DA.

We are opposed to any trial period for this condition, as we believe this will simply act as an opening to accept an unacceptable practice. Since Doltone House regularly breach the existing prohibition on the use of the external staircase, we have no faith in their future compliance with more permissive conditions.

In Conclusion,

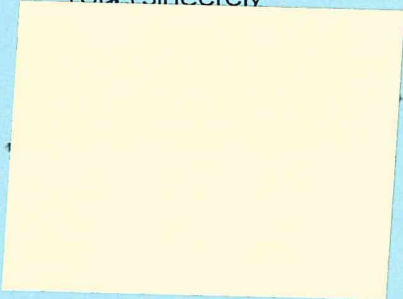
The intention of the conditions of DA 52.03.05 was to safeguard the amenity of the residents. These conditions have never been complied with by DH. The S96 (DA 52.03.05 MOD 3) is just another of many past modifications which if approved will reduce the amenity of the residents even further.

DH do not want to understand nor accept that for the operation of their business they need to comply to the conditions and obligations that safeguard and protect the amenity of us the residents. Not helping this shared interface is DH dismissive and threatening culture clearly demonstrated on many occasions. Refer to the numerous logs of incidents submitted in my initial submission.

The state agencies and regulatory authorities believe and admit that there needs to be compromise on the conditions that safeguard the resident's amenity to seek settlement. To date there has been no compromise on DH's part, simply continual defiance and on-going breach of conditions with little penalty by the policing authorities, certainly no penalties that have any impact on their operations.

There has been more than enough compromise on the residents part but enough is enough and DH need to be held accountable with no more compromise on our part.

Yours Sincerely



SCHUDULE A : OBJECTIONS TO PROPOSED MODIFICATION TO THE DA 52-03-05 CONDITIONS

No	Existing Development Approved Condition	Doltone House Proposed Amendments	Residents Objection
A2	Maximum capacity		
	580 We have records to show that DH frequently exceed this existing limit	650	Any increase is not acceptable DH have withdrawn proposal
B1	Operating hours		
	Mon-Thurs 7:30 am – 11:30 pm	Closing time extended to midnight every night	DH have withdrawn proposal
	Fri-Sat 7:30 am - midnight		
	Sun 9:00 am – 11:00 pm	New Year's Day – 2:00 am	
	The current condition is that security personnel begin egress process one hour before closing time and the bars close 30mins before closing. In practice patrons have or purchase alcohol before and continue to drink in and out of the premises. Patrons regularly take up to an hour and more to egress after closing time.		DH breaches the present conditions of its DA and POPE license. The condition calls for the orderly grouping of guests and exist via the internal stair starting 1 hr prior to closing time. This is continually breached resulting in an unmanaged and unruly crowd on the Pirrama St footpath adjacent to the residence.
B2,B3	Notice of events, reporting		
	Required to maintain written records of all bookings and provide schedule to Dept of P & I and City of Sydney monthly	Requirements deleted	This is not acceptable. The current reporting by DH is questionable. Their compliance with operating conditions is a legal matter and this change reduces residents' capacity to assert their rights and press regulatory authorities and the Ombudsman to enforce compliance.
	Required to report numbers of patrons and security staff to Dept of P & I and City of Sydney monthly		The reported event numbers determine the security staff and POPE requirements
	Required to report complaints to Dept of P & I and City of Sydney where requested		Doltone breach this condition

B4	Noise management		
	Detailed plan required including 24-hour complaint hotline, licensed security guards, regular consultation with surrounding residents.	'Venue Manager' to ensure conduct of guests and staff; consult regularly with nearby residents; supply telephone number for complaints, maintain complaints log available for inspection by Police or other authorized person.	The current reporting by DH is questionable. Reduced security requirements are inadequate for events of the scale proposed. Use of in house staff in lieu of independent security professionals is likely to be even less effective as they are generally young people on working visa's , inadequate English and temperaments to handle security.
		Proposed New Noise Management Plan	DH breach the current Noise Management Plan. There is no assurance that they will adhered to a new plan.
		Proposed CCTV with 21 days accessed	Objection to lack of coverage and need to include sound and images. Residents to be included in approving the number, location, review and transparency of records.
B6	Closing time for bars (B1)		
	30 mins prior to closing		DH have withdrawn proposal
B7,B8	Use of upper deck area		
	Outdoor dining limited to 100 persons	No limit to number of persons	Not acceptable due to increased noise disturbance for residents DH have withdrawn proposal
	Patrons not to use remaining upper deck area except for smoking This restriction is not observed at present	Guests may use upper deck area at any time; no food or drink service after 9 pm	Not acceptable due to noise and patrons taking their own alcohol outside. Potential threat to public walking on JBW pedestrian area directly below the outside decks. JBW's security, regularly find broken bottles, and cigarettes on this area. DH have withdrawn proposal
B10	Fire works		
	No fire works from premises or in conjunction with a hosted event	No fireworks may be fired from the premises.	Not acceptable as the event can organize a fire works in conjunction, external to the premises. Fireworks close by will cause excess noise and awaken children living in adjacent apartments DH have withdrawn proposal
B11	Security management		

	Specified numbers of security personnel according to size of event; detailed statement of duties	'Concierge' to train 'security persons'; reduced numbers according to size of event; ushers also to be used; duties less fully described	Not acceptable as DH has not managed the current condition, they need to comply with POPE and the Licensing Laws. Their rationale is questionable. Proposed is a reduction of security for Corporate events by an av 65% and for Celebratory Events by an av 70%.
B13	Shuttle Bus Services		
	DH to provide a shuttle bus service pick up point the central roadway at Pirrama Rd 30mins after closing	Proposed is the extension of the pickup time and the use of both the upper and lower levels of JBW ie Pirrama Rd and Mill and Bayview St.	Not acceptable is the extension of time and the extension of the service to the upper level. There are also issues with the use of the external stairs.
B17	No delivery outside hours 7:30 am-6 pm Mon-Sat, and 9 am-5 pm Sundays DH regularly breaches this condition.	No hours limits on delivery trucks or vans less than 6.6 meters long. Amended to 6.00am – 11.30 pm Mon to Thurs. 6.00am- 12.00pm Fri – Sat 9.00am – 8.00pm Sun	Not acceptable. The majority of delivery trucks are less than 6.6m. Will cause early morning and late night disturbance to residents on Mill St ,Point St, Bayview St and Pirrama Rd. The Bayview St boom gate increases the noise with trucks reversing over and over to trigger the gate.
B18	Service vehicles shall use the unload and load docks of the building.ie at the DH docks at the upper and lower levels via Pirrama Rd and Mill/Bayview Sts	DH propose to use the confines of JBW for services. A broader definitions than DH designated docks.	Not acceptable as the broader area can mean loading and unloading within the JBW access corridors and ramps ?
B20,B21	Contract Waste Removal from the central waste facility from 7.30am to 6.00pm Mon to Sat.	DH propose a commercial contract from the premises.	Matter for the JBW owners corporation and DH
B24	Use of Common Property	DH propose to use the concourse of JBW for event displays of cars etc	Matter for the JBW owners corporation and DH and Council for access of public and emergency services. Not desirable.
B26	Guests not to use stairs for	Will be allowed when	Not accepted. Even with the

	departure DH at every function breaches this condition. DH takes over what is a public stair DH do not provide the security staff required in their conditions.	stairs modified to reduce noise.	untested treatment the patrons are noisy and will be directly opposite bedroom windows. Will increase late night traffic in Pirrama Road, with particular effects on Macarthur, and in Bayview St and Point St. It would not be acceptable to have "trial period" as it is a legal ploy for approval through a S96. DH must deal with its egress Issue within its premises and to CC requirements.

SCHEDULE B : CONDITION B4 - ORIGINAL AND PROPOSED COMPARISON

	Original Condition B4	Proposed Amended Condition B4	Comment
1	Applicant shall prepare and implement a Noise Management Plan (NMP) to control noise emissions....and minimise that generation from patrons.	i. DHJBW shall – as far as reasonably possiblecomply with the provisions of the VPM and the NSMP	Proposed is a withdrawal from full responsibility
2	Compliant management system... security manager to manage a 24 hr complaint hotline.. undertake appropriate investigation of complaints and provide written report to Consent Authority and Council and state future measures .. to ensure the incident is not repeated.	iii A register ... to be kept of complaints... iv Register kept on site for inspection of police ...	DHJBW have breached B4, rarely complying, with and often no answer to the complaint hotline. Certainly never witnessed any written reports produced of complaints when occasionally residents did get through to the complaints line.
3	Documented noise response action procedure ..providing various controls/mitigation measures dependant on the type of function held		DHJBW have breached B4. Residents have never seen a noise action plan produced over the many years of complaints.
4	Nominate security staff .. list appropriate functions to suit the requirements of the consent	ii.a. Appoint Venue Manager to do this "as far as reasonably possible . ii.b. Venue Manager on site 1hr prior to opening and 1hr after end of event.	Withdrawal from full responsibility ; no list of functions.
5	Detailed techniques .. for patron noise , including patron behaviour and movement where noise is likely to be generated .. efficient departure from the site.		DHJBW have breached B4. Again never witnessed by residents over the many years of complaints.
6	The security manager undertaking regular consultation with residents ... to keep them informed... as well as being proactive ,rather than reactive	ii.c Venue Manager (VM) to receive calls from residents between 6pm and 1pm. ii.d VM to investigate and respond to any complaint irrespective of when it is received. ii.e VM to take action if it is deemed to be reasonably necessary or possible . ii.f VM advise ..complainant of action taken.. ii.g VM to retain register.....	DHJBW have breached B4. Early on, some 4-5 yrs ago there were a couple of meetings held, with a few of the residences but each separate. Once DH realised they couldn't comply with their conditions all meetings stopped. Mostly a fact finding

			mission by DH.
7	Limiting the type of functions held on site to those that minimise thenoise generation events and that have an adverse impact on the residents		DHJBW have breached B4. Following numerous complaints to Paul Signorelli about the weddings and year 12 formals, he claimed he would investigate and gave assurances that the yr12 formals would stop-never happened, two weeks later the same thing.
8	Security employed ...to be licensed, proficient in the management of crowds in sensitive situations,.... fully versed in their role of ameliorating noise issues with the site		
9	In the event of noise complaints ...DHJBW to investigate , do noise surveys and change operating procedures to ensure long term compliance. The investigation and report to the satisfaction of the Planning Assessment manager ie NSW Planning and Infrastructure .	V .. if DHJBW it necessary or desirable to amend VMP or NSMP ... to reduce and perceived ...adverse impacts ..it may do so after obtaining approval of the responsible authority	DHJBW have breached B4. Nil legitimate investigations carried out. Following numerous complaints by residents a formal complaint was submitted to OLGR some 4 yrs ago. DH turned up with Barristers, lawyers, noise consultants, traffic consultants, etc and produced contrived reports on 3 preselected quiet evenings stating no impact on the community-farce

SCHEDULE C : CONDITION B11 SECURITY MANAGEMENT - ORIGINAL AND PROPOSED COMPARISON

	Original Condition B11	Proposed Amended Condition B11	Comment
		a)Venue Manager may appoint a concierge to train ,assign, control and supervise all persons with guest control duties. b) Concierge shall be on duty 5.30pm to 1 hr after closing	The Venue Manager MAY appointthere is no clear cut line of responsibility
11a	Excluding the restaurant , when the total numbers (patrons,staff and security staff) for a function are 100 or greater then : 2 security staff present from 6pm until 30 mins after closing . 1 of the Security staff to patrol Pirrama Rd to minimise noise		The DA52.03.05 considered a minimum operation of the original restaurant and a function centre needed 2 Security staff
11b	In addition to 11a for events exceeding 150 persons addition security to be provided :		
	Corporate Events 151 /250 Patrons 2 + 3 security = 5 security 251/351 2 + 4 security = 6 security 351/450 2 + 5 security = 7 security 451/580 2 + 6 security = 8 security Total 26 Security	c)Events – No distinction Corporate/Celebratory 201/350 patrons 1+1 = 2 security 350/500 patrons 1 + 2 = 3 security over 500 patrons 1 + 3 = 4 security Total 9 Security	DHJBW DA52.03.05 (Mod3) makes no distinction in the type of events and the changed need for increased security for Private Celebratory Events. DHJBW seek to reduce the security staff by av 65%
	Private Celebratory Events 151 /250 Patrons 2 + 4 security = 6 security 251/351 2 + 5 security = 7 security 351/450 2 + 6 security = 8 security 451/580 2 + 7 security = 9 security Total 30 security	201/350 patrons 1+1 = 2 security 350/500 patrons 1 + 2 = 3 security over 500 patrons 1 + 3 = 4 security Total 9 Security	DHJBW frequently exceed the approved number by say 120 ie a 20%. Documentary proof was attached to the initial submission DHJBW seek to reduce the security staff by av 70%
		d) Ushers to be made available at request of Venue Manager	The ushers are typically young recent migrants from Italy and South

		e) Duties and distribution shall be generally as set out in NSMP	America. Their English skills are presentable but their temperament and physicality is not that of security staff.
	Records required by B3 to be kept	f) Incident register to be kept by Venue Manager	
11c	Security to use reasonable endeavours to undertake		
c1	Instruct staff, patrons not to park unlawfully in Pirrama Rd, footpath, private driveways and not double park.		Rarely happens. DH do not make any effort to control.
c2	Instruct staff, patrons to minimise car horns, offensive traffic noise, shouting from cars and signage stating that CCTV is operating to capture such behaviour		Rarely happens. DH do not make any effort to control.
c3	Direct cars and buses dropping of staff and patrons not to idle, if parked engine turned off.		Rarely happens. DH do not make any effort to control.
c4	Instruct staff and patrons not to loiter at Pirrama Rd		Rarely happens. DH do not make any effort to control.
c5	Instruct staff and patrons not to shout and yell on the open deck and the stairs.		Rarely happens. DH do not make any effort to control.
c6	Prevent patrons from removing cans, bottles and alcohol from the premises		Rarely happens. DH do not make any effort to control.
c7	Prevent patrons from using the external stairs to depart		At DH discretion
c8	With the use of shuttle buses the patrons are held inside DHJBW and escorted in metered amounts to minimise the number of patrons at the front of the premises at Pirrama Rd		Rarely happens. DH do not make any effort to control.
c9	Ensure Taxi's do not congregate.		Rarely happens. DH do not make any effort to control.
	Undertake staggered patron departures over the hour leading up to closing time. Procedure to be enforced with numbers over 300.		Only occasionally but ineffective.
c10	Briefing the Security Manager in relation to any	f) All security and control staff must report incidents likely to	Never witnessed any reports. Some of us

	incidents that occurs where it is likely that a complaint from residences may be forthcoming (Proactive)	disturb the amenity of the residents whether or not a guest of DHJBW	residents did meet with the Security Manager a couple of times some 5 or so yrs ago but no improvement, at times even worse with reduction in quality and numbers of security personnel over the years.
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