

# Olivia's Townhouse

**173–179 West Street, Sheffield, S1 4EW**

**Complaint:  
18/10/2021  
Mark Booth**

**Premises Licence Number: SY002865PR**

# Olivia's Townhouse – Summary of Complaint

I have observed the activities of Olivia's Townhouse and gathered evidence over the last few weeks and it is very clear that they are consistently breaching conditions 13 & 16.

My partner and I complained to staff at Olivia's about noise from the lower terrace area but they refused to lower the volume of external speakers and didn't take our complaints seriously. This was on 30/05/21. My partner complained to Dan on 17/09/21 about noise disturbance from the bar and outside area. He wasn't co-operative at all and we have been disturbed by noise from either customers outside on the terrace or from noise breakout (amplified music) from the bar itself. This is preventing us from sleeping.

Olivia's are causing a public nuisance and it is having an unacceptable adverse impact on the amenity of our apartment and outside terrace. It is also causing loss of amenity to many other residents of West One who my partner has spoken to recently. I would like to request that the enforcement team visit Olivia's on a regular basis to enforce the conditions Olivia's are breaching.

# Olivia's Townhouse – Current Licensing Conditions

## **ANNEX 2 - CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE**

13. The DPS or a designated member of staff must take a pro-active approach to noise control, regularly checking outside the premises to ensure that noise breakout of internal noise and noise from patrons using the external areas is managed so as not to cause a nuisance to occupiers of nearby residential properties.
14. Clear signage shall be erected and maintained in each section of the external areas advising customers to use the facilities in a quiet and orderly fashion and to respect the local neighbour's needs.
15. No speakers shall be operated in any external area of the premises unless the maximum operational noise level has been set and agreed in advance with Sheffield City Council's Environmental Protection Service. No external speakers shall be used after 22:00 hours on any day.
16. All doors forming part of any acoustic lobby shall be kept closed save for access and egress (or in case of emergency), and shall not be propped open at any time.
17. Use of lower rear terrace shall be managed such that access is restricted from 23:30 hours and the area closed to all customers, cleared and vacated by 00:00 hours midnight on all days.
18. No amplified sound shall be played except through an in-house amplified sound system fitted with a sound limiting facility of limiting the sound level of the system to a pre-set level which may then be secured in a tamperproof manner.
19. All external doors and windows will be closed from 23:00 hours on any day except for the purposes of access, egress or in the event of an emergency.
20. All ventilation outlets which serve the licensed area are to be acoustically baffled and thereafter retained.
21. Notices will be displayed in prominent positions at the exit of the premises requesting customers to leave quietly.

# Olivia's Townhouse – Objections – 08/06/2021

Jayne Gough

The below statement was correct. The lower terrace was used a lot throughout the summer with no attempt by staff to manage noise control to limit nuisance to us and other residents nearby.

## Prevention of Public Nuisance

During the last 2 weekends the bar has been trading outside on this site as per the proposed licensed plan. They have been using the site until at least midnight. Noise levels have been particularly high. The residents of West One and 3 Fitzwilliam Street have had to close all their windows and doors to limit the noise pollution in their homes. We know this has come from this bar. Without walls and with such a vast space, without even playing music the noise has been considerable. At 10pm the other bars such as forum and west one close, and this was the only bar which has remained open and the residents have been disturbed by the noise levels coming from the beer garden.

A number of years ago planning permission was obtained for the site. The initial plan was the same/similar to this licensing plan. There were objections from the council themselves. At appeal it was approved based on a reduced area to reduce noise as well as putting physical walls in place. This would help with the noise, number of people, as well as the security of the site. They also were granted trading outside until 10pm.

# Olivia's Townhouse – Objections – 08/06/2021

Jonathan Round

The below conditions were removed. I believe both of these conditions should be reinstated

The premises are located in close proximity to residential accommodation. I am therefore concerned that nearby residents could potentially be affected by excessive noise disturbance from the increased use of the outside area both in terms of the increased number of customers and the later hours of use, and noise including amplified sound and noise from more people outside the venue later than under current arrangements.

Condition 17 helps to control and limit the duration of the noise from people in the outside area, it also aids in dispersing patrons. I will have to object the removal of condition 17.

Condition 15 Controls the potential for amplified sound to affect nearby residents and the locality. The 22:00hrs curfew on amplified sound removes the potential for music spilling off site in the late evening and causing a problem, and also means that customers don't have to raise their voices to be heard over the music. In addition the 22:00hrs curfew on amplified sound at this premises was confirmed at planning appeal in October 2019 when redevelopment of the outside area was being considered. I will therefore have to object to the amendment of condition 15.

# Olivia's townhouse – Video and Photographic Evidence

The following video and images were taken over a 3 week period and show several breaches of Olivia's licensing conditions. All videos included are unlisted.

# Olivia's Townhouse - Bloom garden terrace

Olivia's rear exit doors open. Noise from amplified music

Branch of  
Page 75  
condition 16



Sunday: 19/09/21 Time: 01:02

# Olivia's Townhouse - Bloom garden terrace

Customers in  
lower terrace.  
Noise breakout  
from amplified  
music  
Noise from  
patrons  
No door  
supervisors or  
other staff  
checking  
outside areas  
Breach of  
condition 13,16



Sunday: 19/09/21 Time: 23:43

# Olivia's Townhouse - Bloom garden terrace

Olivia's rear exit doors open. Noise from amplified music.

Branch of  
condition 16



Sunday: 03/10/21 Time: 00:39

# Olivia's Townhouse

Olivia's rear exit doors and front doors open.

Noise from amplified music.

Lyrics to Alicia Keys – New York, audible in my apartment.

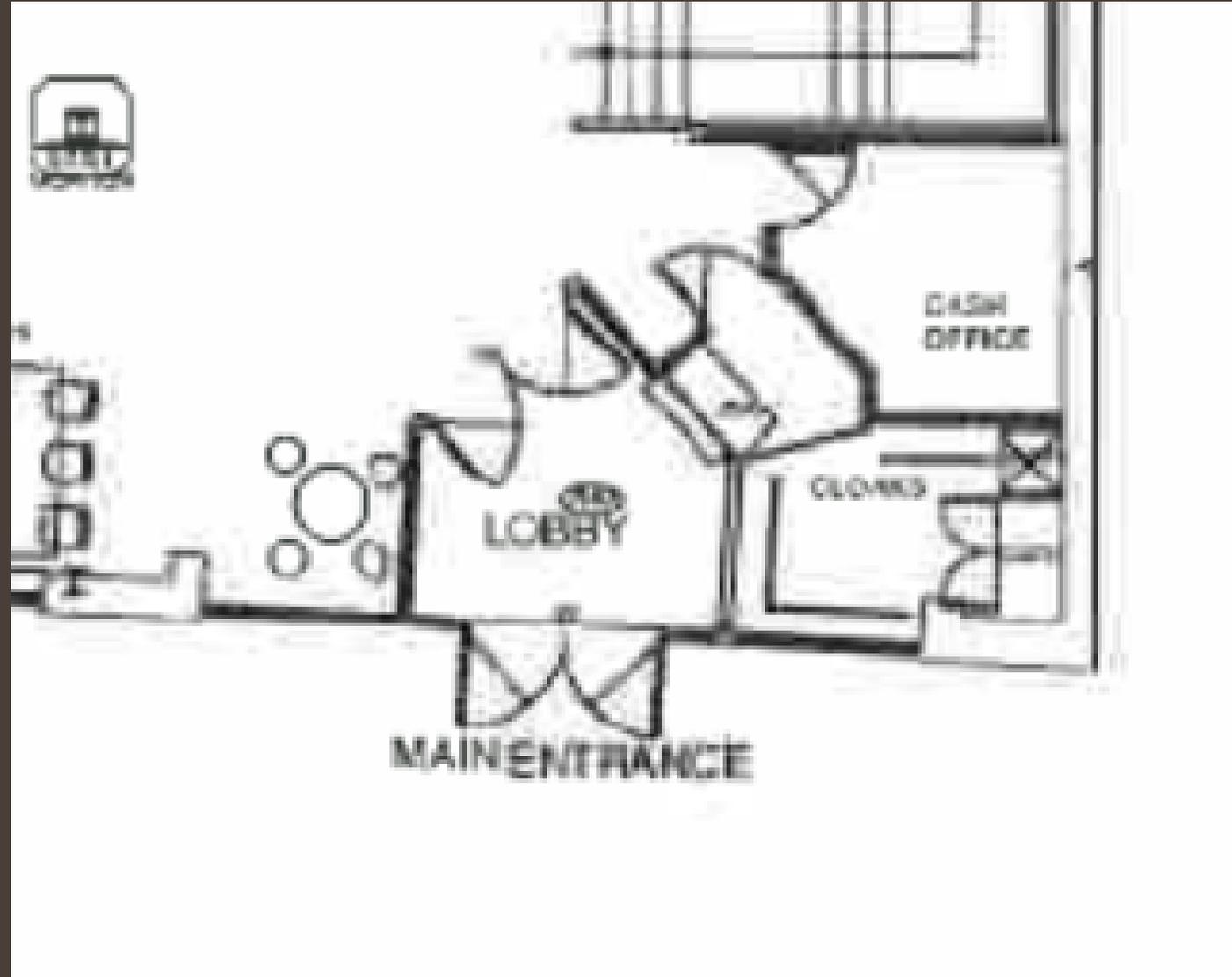
Breach of condition 16



Sunday: 03/10/21 Time: 00:55

# Olivia's Townhouse – Main Entrance - Front Doors

Olivia's Plans showing front doors opening outwards



# Olivia's Townhouse – Main Entrance - Front Doors

## The Building

### Regulations 2010:

2019 edition

incorporating 2020

amendments – for use in

England

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## Fire safety

Volume 2: Buildings

other than dwellings

### Requirement B1:

Means of warning and

escape

## Doors on escape routes

### Direction of opening

**5.11** The door of any doorway or exit should be hung to open in the direction of escape whenever reasonably practicable. It should **always** be hung to open in the **direction of escape** if either of the following conditions applies:

- a. More than **60 people** might be expected to use it during a fire.

Could you confirm the actual capacity for Olivia's and why there is a discrepancy between the plans for the main doors and the direction of opening of the actual doors?

# Olivia's Townhouse – Main Entrance - Front Doors

Olivia's showing front outer doors of acoustic lobby – doors open inwards not outwards as shown in slide 11

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# Olivia's Townhouse – Main Entrance - Front Doors

Olivia's showing front outer doors of acoustic lobby – doors pinned open inwards.

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1  
Breach of condition

Possible breach of planning conditions and fire safety requirement B1: 5.11



Sunday: 03/10/21 Time: 00:47

# Olivia's Townhouse - Bloom garden terrace

Olivia's lower terrace. Noise from customers shouting.

No door supervisors or other staff (DPS) checking outside areas  
Breach of condition 13, 16



Sunday: 19/09/21 Time: 23:42

# Olivia's Townhouse – Rear Exit Doors - Plans

Olivia's Plans showing rear exit doors opening outwards

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# Olivia's Townhouse - Bloom garden terrace

Olivia's rear exit door  
pinned open.

Breach of condition 16



# Olivia's Townhouse - Bloom garden terrace

Olivia's rear exit doors pinned open. Breakout noise from amplified music.

Customers standing outside drinking. No door supervisors or other staff (DPS) checking outside areas

Breach of condition 13 & 16



Sunday: 03/10/21 Time: 00:39

# Olivia's Townhouse - Bloom garden terrace

Olivia's rear exit doors pinned open. Breakout noise from amplified music.

Customers standing outside drinking. No door supervisors or other staff (DPS) checking outside areas

Breach of condition 13 & 16



Saturday: 09/10/21 Time: 21:39

# Olivia's Townhouse - Bloom garden terrace

Olivia's rear exit door  
open to staff area.  
Breakout noise from  
amplified music.

Beach of condition 16

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Saturday: 09/10/21 Time: 21:42

# Olivia's Townhouse - Bloom garden terrace

Olivia's – Bloom  
Garden Terrace

Original layout:  
All tables for seating  
only.

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Monday: 07/06/21 Time: 18:09

# Olivia's Townhouse - Bloom garden terrace

Olivia's – Bloom  
Garden Terrace:

New layout:

Most tables removed  
and replaced with  
barrels encouraging  
vertical drinking and  
increase in customer  
noise in external area



Thursday: 23/09/21 Time: 10:16

# Olivia's Townhouse - Bloom garden terrace

Olivia's – Bloom  
Garden Terrace:

Rear exit doors open  
Shows barrels in upper  
and lower terrace

Possible blockage of  
fire escape route from  
upper floor



Thursday: 07/10/21 Time: 18:32

# Olivia's Townhouse - Bloom garden terrace

Olivia's – Bloom Garden Terrace:

Overall view of both upper and lower terrace showing fire escape route from upper to lower terrace.

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Upper part of image shows apartments above the Cavendish on West Street.



Tuesday: 05/10/21 Time: 13:34