


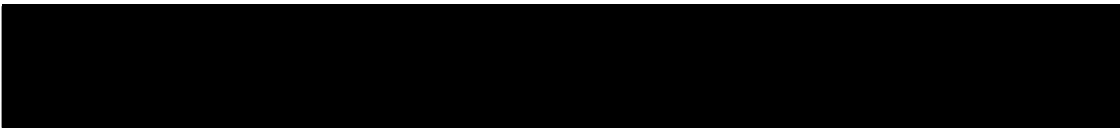


Statement of Scott McVittie

1. I am Event Director at Meanwhile Events and have direct line management responsibility for the operational teams at Skylight - Tobacco Dock. I lead the creative development of Skylight, have accountability across operations, marketing, finance, human resources, sponsorship and public relations.
2. I am directly responsible for managing the team of 2 Site Managers, 6 supervisors and 40 employees, as well as all personnel who work with us through our supplier partners, including: our marketing agencies, security providers, cleaning staff, and entertainment providers (approximately 40 additional individuals across those teams).
3. Skylight - Tobacco Dock is open to the public Thursday to Sunday on 39 weeks of the year (May - January) but operates private corporate events on other dates under the same provisions applied to the main events business within Tobacco Dock. Our schedule of events and standard operating times are communicated to the council as part of our standard full venue event notification submission, managed by Andrew Cameron, Group Accounts Operation Manager.
4. Skylight is advertised as "London's Most Imaginative Rooftop Bar." We have created a unique venue offering for Wapping and East London that includes bookable activities to enhance the customers experience when socialising with friends, for example croquet lawns, pétanque courts, and table games. During the winter we have our now famous rooftop ice rink.
5. We offer well crafted, quality street food and beverage options. Children are welcome at Skylight all days until 6.00pm and all day Sundays when accompanied by a parent or guardian. Pets are also welcome at Skylight all days until 6.00pm and all day Sundays. Skylight brings a very unique amenity to local residents through all of our activities and by offering a friendly outdoor environment to socialise in.
6. We have become a community hub. We have donated to a number of charities and schools to allow people to come along and enjoy the experience of the Skylight without any cost to them. In addition we have made charitable donations such as: £11,000 to the Red Cross "Stand Together for London" campaign; £11,150 to the Jo Cox Foundation; participated in Wapping's The Great Get Together in 2017 and offered refreshments to local residents guests visiting along the canal and at Skylight and recently we donated proceeds from "Australia Day on Ice" to 3 Australian charities to aid in the 2020 bushfire crisis.
7. We are not a venue that people come to with the intention of getting drunk and we do not have any issue of excessive drinking or anti-social behaviour. The demographic of our customer base is principally young professionals in the late twenties to early 40's. We do get a lot of families in on the weekends.
8. The music at the venue is not intrusive and customers are able to talk to each other at a normal conversational level without having to raise their voice.
9. Sound levels are maintained to ensure that all guests at Skylight are able to maintain conversations with one another with ease. There are conditions on the licence controlling the sound levels. We have 2 amplifiers on site that control sound volume across the full venue - one controls volumes levels across our outdoor sound system and one across our indoor sound system. Both amplifiers have been fitted with bass-level limiters that filters the lowest bass sound levels from the system (specifically designed to lower sound bleed in outdoor environments).
10. Our sound system functions within set parameters at all times, regardless of the sound input source (e.g. playing music from a radio, computer, phone, playlist, or DJ decks). To be specific, this means that even if a DJ is curating music live in the venue, the output volume levels remain the same as if it were from a standard background recorded playlist.

11. Our staff take daily dBA readings from 3 mandated locations around the venue to ensure Skylight sound levels are not impacting on our neighbouring residents. These readings are photographed and logged daily on our internal operations management tracking system
12. Skylight closes at 11.00pm. Our music is fully shut off every shift at 10.45pm on our outdoor level to indicate to guests that closing time is approaching. All guests have fully exited the premises by 11.30 pm each night.
13. Our security compliment (typically 3 to 6 members) actively manage the egress procedure every shift - they ensure all guests have left their drinks in the venue, guide them to the exit and remind them to respect our neighbours by leaving the venue quietly and safely. Signs are positioned along the exit reminding guests to respect our neighbours and leave the venue quietly and respectfully. Security manage the egress from the building until the final guest has left the building
14. No music is ever played during closing procedures and venue cleaning. Staff are not permitted to have guests within the venue during this close down time.
15. I can also confirm we I have never had a complaint from Ilia Iaroslavski nor Gavin Mitchell. The management at the premises have received a number of complaints from Mr Hunter and on one occasion from his wife.
16. In our engagement with Mr Hunter we have always been courteous and polite and listened to his concerns and tried to mediate those concerns, even though Mr Hunter made numerous complaints which we did not consider had any merit. For example we would turn the music down even though it was already at a level which was not causing a nuisance and effectively background music. We provided him with the personal mobile phone numbers of the duty managers, rather than making a call to the venues landline number.
17. 
18. Nevertheless we continued to liaise with him, principally through Andrew Cameron who is the Senior Events Operations manager for Tobacco Dock. Andrew always kept Mr Hunter informed, for example confirming when the premises was going to be closed in January 2019 and arranging to meet Mr Hunter in April 2019 before the premises re-opened in May 2019. That meeting was suggested by Andrew and not as a result of any further complaint from Mr Hunter.
19. However, in June 2019 matters came to a head when Mr Hunter attended the venue. We had not received any telephone call prior to him attending the site. 

20. 
21. I produce emails from Peter Allnut, dated 28th October 2018 and Tony Gowen, dated 21st December 2018 to evidence the work we do with responsible authorities and local residents with regard to the events we hold at Tobacco Dock.

Principal Licensing Officer

Licensing Team
John Onslow House
1 Ewart Place
London
E3 5EQ

Please note:

Meetings with Licensing Officers are by prearranged appointment only.



General email: licensing@towerhamlets.gov.uk

Please visit our web page for application forms and guidance
at www.towerhamlets.gov.uk/licensing



From: Andrew Cameron [REDACTED]
Sent: 04 July 2019 11:47
To: Nicola Cadzow; David Tolley
Cc: Abdal Ullah; Kathy Driver; Licensing; MARK.J.Perry [REDACTED]
Subject: Tobacco Dock Noise complaint & Persistent Complainer

Dear Nicola & Team,

We note receipt of your letter (App Ref 292533) dated 30/05/2019.

The complaint alleges out of hours noise (although the letter does not state what time this complaint was received) and notes excessive noise from music.

In response we would like to be clear that no music was played outside of the licensed hours of Tobacco Dock, Premises License Number: 26336. Any music is simply background music at Skylight and is never played beyond the licensed hours.

In terms of music being alleged as excessive again this is denied. As we do with the main venue events, decibel readings are taken around the surrounding area of the venue during opening hours – these are recorded and dated. Should any readings exceed the licensed limits notes are taken to explain this, such as dogs barking, passers-by, traffic and air traffic noise. Should the music be audible, levels are adjusted immediately.

On a related matter, we would also like to inform you, along with others on copy, of an individual who has complained consistently over a period of time – Mr Jack Hunter of [REDACTED]. We have been in regular communication with Mr Hunter regarding his personal concerns about noise for at least a year. On each occasion we have responded promptly and fully. [REDACTED]

We have met with Mr Hunter in person three times to discuss his concerns and to walk through the venue to understand his issues. Further, we have spoken on the phone on many occasions in and out of office hours on a weekly basis and had multiple email conversations lasting a number of days. In total we estimate that over 100 staff hours have been used to work with Mr Hunter relating to his concerns.

The above has been all hours of the day including weekends and late nights and we genuinely believe that we have been as accommodating and responsive with Mr Hunter over the time as could have been expected.

Despite, at all times being fully compliant with our license, we of course wish to maintain strong relationships with our residents and neighbours so we have taken the following steps to ensure his concerns have been actioned where possible:

- We have physically moved speakers so they are not in the line of sight from his property and ensured that they face away. Specific speakers he believed were causing him any disturbance have been physically adjusted to ensure they cannot be turned up to higher levels.
- We have added and moved décor and theming in the venue to ensure that there is no clear view into his property – although when the licencing team visited the venue the group did not believe that any property could be observed.
- The personal mobile numbers of the Skylight bar managers were given to Mr Hunter so that if he felt disturbed that he has an immediate way to resolve his concerns. This worked for some time with various text conversations between the managers and Mr Hunter and any 'issues' were resolved. [REDACTED]

[REDACTED]

[REDACTED]

Please do let us know if you have any questions at all or if we can provide any further information.

Kind regards
Andrew

Andrew Cameron
Senior Group Manager – Client Services

Tobacco Dock / A Destination Venue for Conferences – Events – Exhibitions – Celebrations

[REDACTED]



Tobacco Dock Venue Limited. Registered Office Address: The Dock, Tobacco Quay, Wapping Lane, London E1W 2SF Registered In England No. 07990825

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Jon Wallsgrove

From: jack hunter [REDACTED]
Sent: 04 July 2019 15:11
To: Andrew Cameron
Cc: Serene Morden McDade; Daniel Smith
Subject: Re: 2019_06_12_20_00_16.mp3

Hi Andrew,

Using phrases like 'claim you suffered' aren't the best way to start an email, Andrew. But I'll just ignore that comment. [REDACTED] firstly I simply walked up to the bar, no forceful entry occurred. Unless walking into a premises counts as a forceful entry. In fact, I just stood by the entrance and waited for the manager. So that's a complete fabrication of the real events.

Secondly, the recordings I sent you were from my apartment, something I'm totally within my rights to do. I didn't record anything from within your venue. Why on earth would I want or need to do that?

[REDACTED]

[REDACTED]

[REDACTED]

Jack

On Thu, Jul 4, 2019 at 2:51 PM Andrew Cameron <[REDACTED]> wrote:

Dear Jack,

As you know, we have worked closely with you for over a year to ensure we minimise any disturbance which you claim you have suffered.

[REDACTED]

[REDACTED]

[REDACTED] We would therefore request that if you have any future concerns with Skylight that you use the appropriate channels via London Borough Tower Hamlets and we will respond to them accordingly.

[REDACTED]

Regards

Andrew

Andrew Cameron
Senior Group Manager – Client Services

Tobacco Dock / A Destination Venue for Conferences – Events – Exhibitions – Celebrations

From: jack hunter <[REDACTED]>
Date: Wednesday, 12 June 2019 at 20:40
To: Andrew Cameron <[REDACTED]>
Subject: Fwd: 2019_06_12_20_00_16.mp3

And here is another example of how your bar is 'inside the limits'.

----- Forwarded message -----

From: jack hunter <[REDACTED]>
Date: Wed, 12 Jun 2019, 20:31
Subject: 2019_06_12_20_00_16.mp3
To: Addison Lee <[REDACTED]>