

**Subject:** Re: Plan of management

Thank you for supplying the Plan of Management document.

As you are probably aware this document is just a generic cut and paste job. It is used for any hotel operation, and there is nothing specific to this proposed development.

The document has no specific details relating to the following points, which will be critical to the day-to-day lives of anyone living near the hotel.

1. Security's obligation to deal with patrons removed from the property. This point seems purposely vague and does nothing to ensure that individuals who are removed aren't left alone to cause disturbances to residents as soon as they are out of sight of the guards. The POM should be made to reflect that patrons are to be escorted to a taxi/train or private vehicle, and assurances provided that they have left the area in a safe manner.
2. Management of patrons' vehicles that are parked in neighbouring streets - doors slamming, engines starting, people intoxicated and yelling or laughing and horns sounding will be a nightly occurrence for up to 500 patrons' cars. These activities will be almost unmanageable for hotel staff and may well result in sleepless nights for many surrounding houses. The streets that will be most affected should be identified. Guards should regularly patrol these streets and also be positioned there at closing time until all patrons have left the area. Minimising noise and other anti-social behaviour must be a priority..
3. Is there a daytime plan for the roof top pool? If it will have bar operations and music played, more specific information should be listed in the POM, including noise levels and patron expectations. Pool parties with DJs should be prohibited.
4. Waste contractors tipping glass bottles and other refuse can be exceptionally noisy and will again result in many residents being woken up. Specific times frames should be agreed and adhered to. Many waste contractors operate through the night, so the PoM should specify daytime operations only.

Please contact me should you require anything further.

Kind regards  
Mark Dopson