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1/657 Chapel Street, South Yarra
 ★ = Objectors

Date printed: 27/05/2021
 Scale: 1:1362

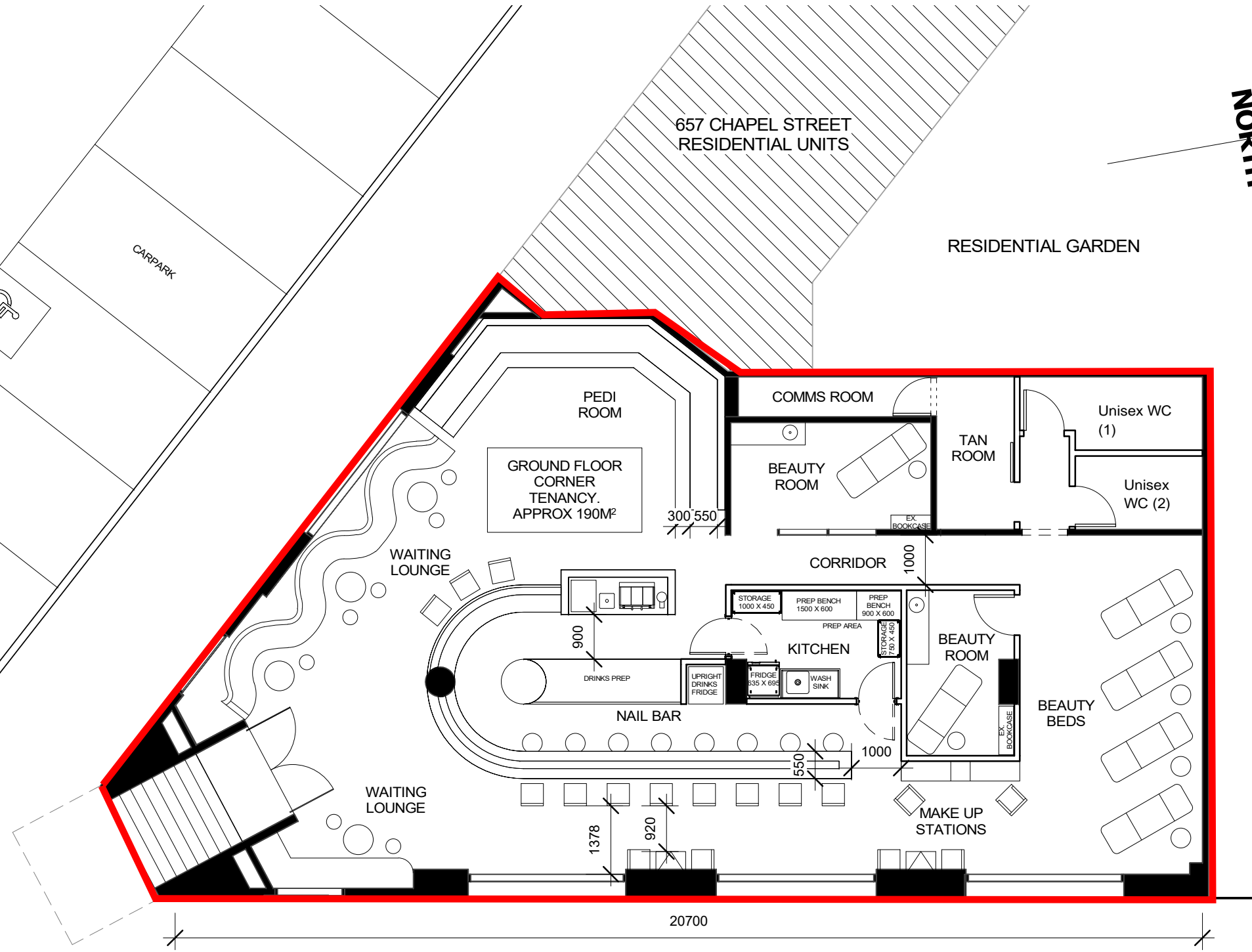
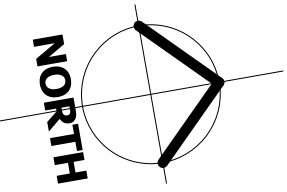
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FORREST HILL

CARPARK

657 CHAPEL STREET
RESIDENTIAL UNITS

RESIDENTIAL GARDEN



**ENDORSED RED LINE
PLAN (NO CHANGES
PROPOSED)**

1 PROPOSED PLAN
A.001 1:100

CHAPEL STREET

ARKLINES
REGISTERED BUILDING PRACTITIONER

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Project Status		
NO.	DESCRIPTION	DATE

PROJECT: SOAK BEAUTY BAR
CLIENT: CARLIE LANSDOWN
ADDRESS: 657 CHAPEL STREET, SOUTH YARRA, VICTORIA, 3141

PROPOSED PLAN		
SCALE @ A3	1 : 100	A.001
DATE	Issue Date	
DRAWN BY	Author	
CHECKED BY	Checker	
REVISION:		

Endorsed in compliance with condition(s) 1 (a) & (b) & 13 as part of Permit No. 0878/18 sheet 1 of 16 on 7/06/2019

Venue, Noise & Amenity Action Plan

G1 / 657 Chapel St, South Yarra (25/5/2021)

A detailed venue, noise and amenity action plan (NAAP) associated with the proposed liquor licensing arrangements at G1 / 657 Chapel St, South Yarra. This document has been completed in accordance with Stonnington planning scheme in particulate 22-10.



Venue, Noise & Amenity Action Plan

G1 / 657 Chapel St, South Yarra (25/5/2021)

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Prepared by:

On Tap Liquor Consulting on behalf of Porcelain Palais Pty Ltd.

On Tap Liquor Consulting

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Site Details

Street Address:

The address of the venue is G1 / 657 Chapel St, South Yarra, which is on the west side of the street: The venue is currently a vacant retail outlet.

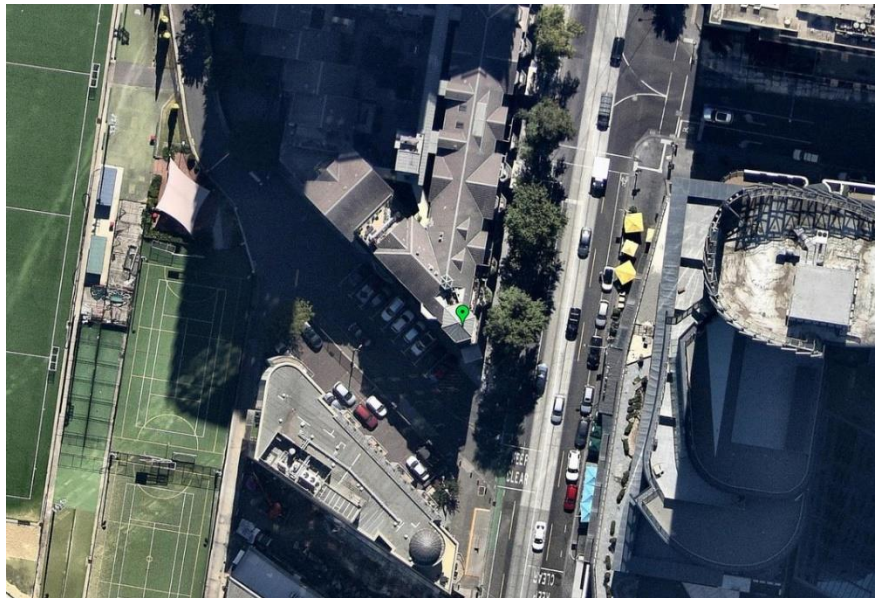


FIGURE 1 - MAP VIEW OF LOCALITY

Premises Operation Details

The venue operates under a current on premises liquor licence and the 'red line' area has been designed with the view that it covers areas to suit the needs of the business but is manageable from a compliance perspective. The operator of "SOAK Bar & Beauty" is to allow for the supply of liquor with and without beauty services. The patron capacity for this venue is to be 75 at any given time.

Venue, Noise & Amenity Action Plan



The supply of liquor will include the venue operating as a Tavern without the need for beauty services after 5pm on Thursday, Friday and Saturday evenings till close, Sunday 12noon to 9pm and 12noon to 11pm on Good Friday and ANZAC Day.

Food Availability

The venue provides a range of snack foods to be available throughout the entire operating hours. Liquor will only be supplied in accordance with the conditions set down by the Liquor Control Reform Act 1998. Food service is not an aspect of the venue operation due to the beauty salon operation. Outdoor seating will be made available to the patrons at the venue in accordance with City of Stonnington requirements and local laws permit conditions.

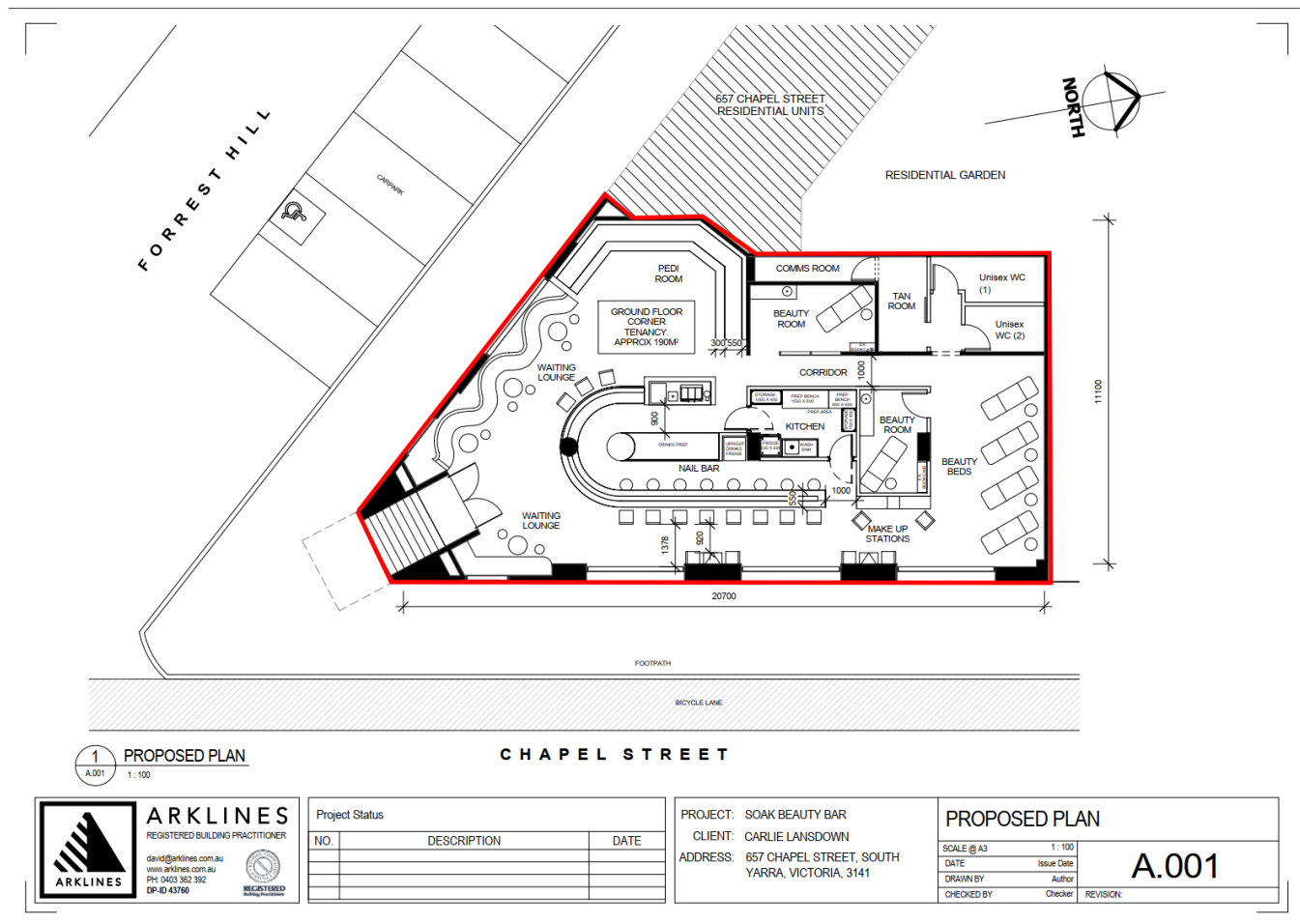


FIGURE 2 - RED LINE PLAN

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Operating hours:

As part of this application the hours proposed for the Planning Permit and the Liquor Licence are within the defined 'ordinary trading hours' under the Liquor Control Reform Act 1998 as follows;

- Sunday 9am to 9pm
- Monday to Wednesday 9am to 8pm
- Thursday 9am to 9pm
- Friday & Saturday 9am to 11pm
- Good Friday and ANZAC Day 12noon to 11pm

Tavern operation without beauty services may operate on:

- Thursday between 5pm and 9pm
- Friday and Saturday between 5pm and 11pm
- Sunday between 12noon and 9pm
- Good Friday and ANZAC Day between 12noon and 11pm.

These proposed trading hours are considered as less than standard, and it is proposed that these hours are relevant to the entire red line area noted above.

Details of Music/Entertainment at the Venue:

Music Operation Hours

Background recorded music will be played at the venue on a daily basis utilising the installed speaker system in the roof of the venue. No live music will be provided as part of the operation.

Speakers

Speakers are mounted in the roof and are pre-existing.

External areas

No music will be played in external areas.

Lighting

At all times the venue is operating, regardless of whether alcohol is being sold/consumed or offered, appropriate lighting will be provided noting that external lighting has already been designed, installed and maintained in accordance with direction of the responsible authority so as not to affect the amenity of the local area. All access points and exits are lit in accordance with BCA.

Staffing

Maximum Staff Numbers

The maximum number of staff at the premises at any given time is not expected to exceed 20.



Staff Training

To ensure full compliance with the provisions of the Liquor Control Reform Act 1998 (the Act), the licensee will ensure that the Responsible Service of Alcohol (RSA) provisions of the Act are adhered to with all staff involved with the sale/supply or offering of liquor are to be over the age of 18 and RSA trained.

An appropriate RSA training register will also be maintained as required by the Liquor Control Reform Act 1998.

Staff will also be subject to an appropriate staff induction program upon commencement which will include;

- House policy related to patron management in accordance with the plan.
- Identifying and Managing intoxication with the venue.

Security

It is not anticipated that security staff will be required under this use due to the beauty salon operation.

Waste Management

Any waste generated at the venue in association with the sale and consumption of liquor will be adequately provided for via the details and requirements of the venue operation.

Waste bins are stored in the waste area of the building as part of the leasing arrangements of the site, waste generated at the venue will be stored in the waste room and disposed of in accordance with the leasing arrangement and the Body Corporate requirements.

Bottles / Cans can only be emptied into the waste bins during daylight hours only on any given day of trade in order to reduce possible noise, however this is yet to be determined.

Bin Storage Location

The storage location for the bins in the waste storage area in the basement section of the building in accordance with the leasing arrangements. Bins are accessible via a roller door in Forest Hill. Waste is to be managed in accordance with the current building waste management arranged under the Body Corporate and forms part of the leasing arrangements of the venue.

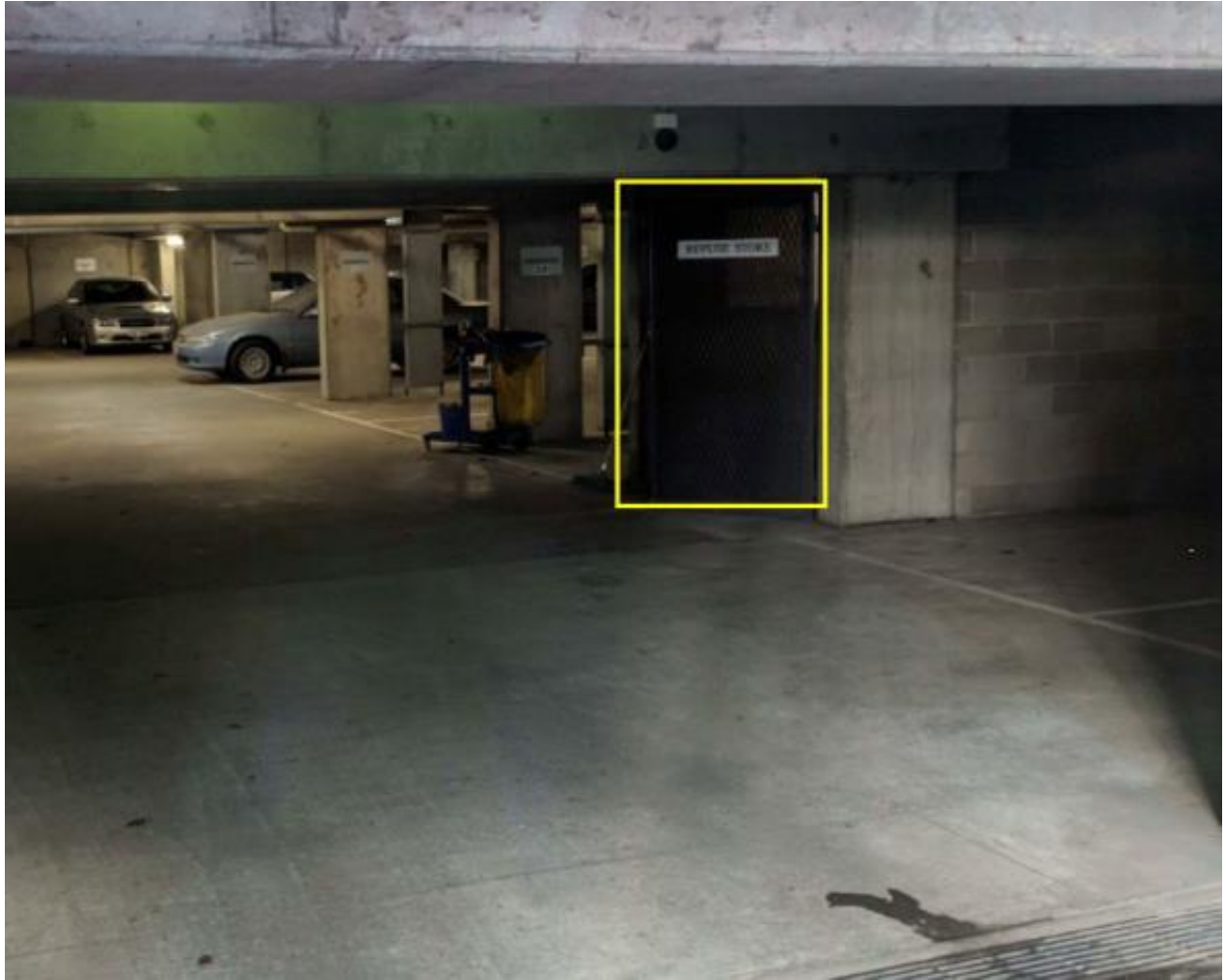


FIGURE 3 - WASTE ROOM

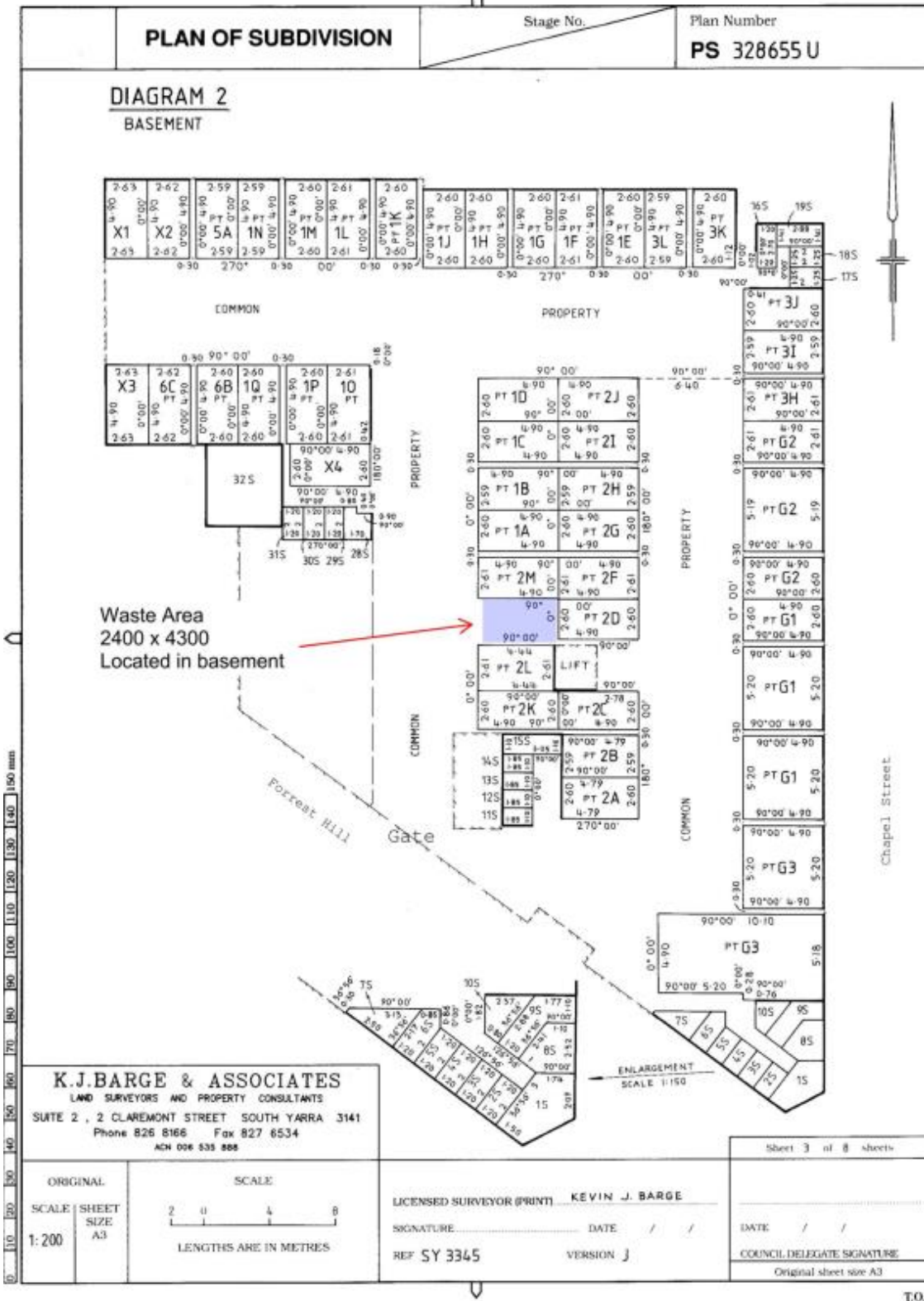


FIGURE 4 - PLAN OF SUBDIVISION WASTE ROOM LOCATION



Patron Numbers

A maximum number of 75 may be housed on the premises at any one time to the satisfaction of the Responsible Authority.

Patron Queuing

Patron queuing is not deemed to be a matter of concern with the venue operation, however if required the following will be adopted;

1. Where possible, internal areas or areas within the property envelope are to be utilised for the purpose of patron queuing.
2. If queuing outside of the building envelope is required, patron queuing is to be restricted to within 1 metre of the external wall either east or west of the entry doors. Retractable posts/bollards are to be used in order to maintain this structure.
3. Staff are to monitor any queuing and ensure footways remain clear to allow for public movement along the footpath.
4. Signage is to be placed outside the venue when queuing occurs to remind patrons to keep footways clear.
5. Queues are to be processed as fast as possible in order to minimise any potential issues.

In addition, the following principles will be followed within the venue:

1. Manage queues for entry in an orderly fashion
2. Ensure patrons do not block footpaths, roads and/or laneways

Patron Departure

A sign will be erected at the entry exit point to read;

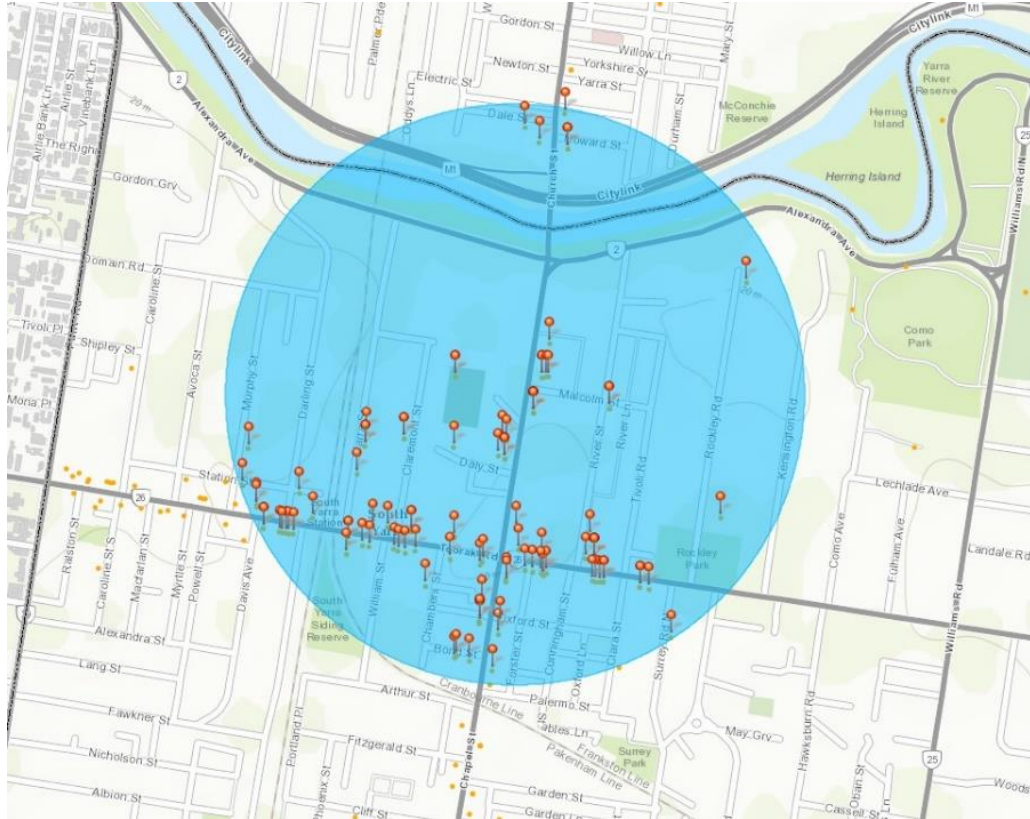
“We ask that all patrons are respectful of residents in the area and depart quietly”



Cumulative Impact

500 Metre Radius:

The following image shows a radius of 500 metres from the subject site, and the locations of licensed venues within that radius:



In assessing the proposed premises, and considering the requirements of Practice Note 61, it is indicated that there are 77 existing licensed premises within the study area. These licensed venues in the surrounding area form part of an existing cluster of venues contained within the activity centre. In light of this, it is our view that in this instance, the development of the proposed liquor licence on this site will not meet the saturation point where harm will outweigh the benefits of the development.

Noise and Associated Amenity Impacts of the Proposal

Possible Sources of Noise Associated with the Operation of the Venue post 11pm:

There are several key areas of consideration in relation to the potential of negative impacts on the amenity of the area surrounding G1 / 657 Chapel St, South Yarra discussed within this report:

1. Music Noise
2. Patron Noise (Internal)
3. Patron Noise (External)
4. Access points to and from the venue
5. Refuse noise



Review of the Impacts of potential noise sources on the surrounding area:

Music Noise:

- a. Music is provided at the venue via speakers positioned within the roof of venue. Music noise will be no higher than background level at all times.

With the above in mind, it is the opinion of the author, that music noise associated with the applicant's proposal will have minimal to no negative impact on the amenity of the surrounding area.

Patron Noise (Internal)

- a. The proposed venue will be operated as a on premises liquor licensed premises with a capacity of 75 patrons, the main activity will be a beauty salon.
- b. Other licensed venues within close proximity to the venue operate with maximum capacities with similar numbers of the subject venue and with very different operating terms.
- c. As evident from the maximum patron capacities noted, the venue is a medium scale, low risk operation offering a select service catering to personal service with a liquor component as a secondary consideration.

With the above in mind, it is the opinion of the author, that internal patron noise associated with the applicant's proposal will have minimal to no negative impact on the amenity of the surrounding area.

Staff at On Tap Liquor Consulting consist of former Inspectors with the Victorian Commission for Gambling and Liquor Regulation and they have extensive experience with compliance activity relating to similar sized venues. It is the opinion that a venue of similar size will have no negative impact on the amenity of the surrounding area as a result of external patron noise.

With the above in mind, it is the opinion of the author that external patron noise associated with the applicant's proposal will have minimal to no negative impact on the amenity of the surrounding area.

Noise associated with access points to and from the venue.

- a. Entry/egress to and from the premises for members of the public and patrons of the venue is accessible via Chapel Street on the south east of the premises.
- b. The front of the property is located on Chapel Street which is located in a commercial precinct (Activity Centre) recognised as a highly active commercial entertainment area and transport hub.
- c. Excess music or patron noise at the venue, is considered to be minimal and have little to no effect on the amenity of the area.

With the above in mind, it is the opinion of the author that noise associated with access to and egress from the venue under the applicant's proposal will have minimal to no negative impact on the amenity of the surrounding area.



Refuse Noise

All bottles, rubbish and refuse generated by the use are stored within the premises and transferred to the waste storage area in the basement waste area.

Bottles will be distributed to the waste area during daylight hours only. There will be no transfer of bottles to bins in large quantities. Additional waste storage will be provided by the operator of the venue.

Waste collection will be managed by a private contractor during daylight hours only, however this is yet to be finalised.

Complaints Management Processes

The following 'Complaints Management Procedure' will be implemented at the venue:

A complaints register is to be maintained at the venue.

Complaints from neighbors, members of the general public or patrons:

1. Noise Complaints
 - a. In the event a noise complaint is received from a neighbor (business or residential), a member of the general public or a patron of the venue relating to noise issues, the Manager on duty at the time the complaint is made is to handle the matter.
 - b. The complaint is to be handled appropriately and professionally regardless of its nature (i.e. trivial complaints).
 - c. Any complaint received in relation to noise is to be entered into the 'Incident Register' immediately upon receipt noting the complaint, the issues raised and the actions taken as a result of the complaint.
2. Other Complaints
 - a. In the event a general complaint is received from a neighbor (business or residential), a member of the general public or a patron of the venue relating to the general operation of the venue, the Manager on duty at the time the complaint is made is to initially handle the matter.
 - b. The complainant is to be given ample opportunity to voice his/her concerns and/or demands.
 - c. If the complaint and expected outcome is reasonable and/or trivial, the Manager can deal with the matter appropriately noting all issues raised, actions taken and the end result of the matter within the 'Incident Register' prior to advising the owner.
 - d. If however, the matter is of a serious nature or is relevant to the viability of the operation of the venue, details of the complainant need to be obtained and the matter handed over to the owner.
 - i. If this is the case then the complainant should be advised that the licensee will respond to the complaint by way of writing within 14 days.
 - ii. The complainant should also be advised that if this is not satisfactory or the response is not going to alleviate the complaint the complainant should lodge a complaint with the Liquor Licensing Authorities or the local police Liquor Inspector. Both addresses shall be made available on request.



All staff employed within the premises will be advised of the above complaints management policy and given a detailed description of its contents.

Plan Implementation and Review

This NAAP will commence on first use of the premises under in accordance with the issued planning permit and endorsement of additional documents as required under the planning permit to the satisfaction of the responsible authority.

NAAP is to be read in conjunction with any planning permit associated with the venue and amended as necessary to the satisfaction of the responsible authority.

Summary

A number of areas and issues have been considered within this report in relation to potentially negative impacts on the area surrounding the subject venue at G1 / 657 Chapel St, South Yarra. Issues such as music noise, patron noise and other associated issues have been considered along with complaints management processes and key considerations relating to the Stonnington Planning Scheme.

As a result of the overall assessment, it is our view that the proposed planning permit will have limited to no additional impact on the amenity surrounding the general area.

Waste Management Plan – SOAK, G1/657 Chapel St, South Yarra

Planning Permit number: 0878/18

Address: G1 / 657 Chapel St, South Yarra

Land use type: Commercial

Number of floors: One

Floor area (m²): 230sqm

Outlet type	Garbage	Recycling
Retail (non-food)	50L/100 m ² floor area/day	50L/100 m ² floor area/day
Licenced club	50L/100 m ² floor area/day	50L/100 m ² floor area/day

Waste volume calculation

Tenancy size	Garbage	Recycling
230 m ² retail	230/100 x 50L = 115 L/day	230/100 x 50L = 115 L/day
Total daily waste	115 L/day	115 L/day
Total weekly waste	805 L/week	805 L/week

Note: Only fill in rows required

Weekly waste = total L/day by number of operational days per week

Collection frequency, number and size of bins (Calculations)

Garbage				Recycling			
Collections per week	Bin size	No. Bins	Weekly Volume	Collections per week	Bin size	No. Bins	Weekly Volume
1	1100L	1	805 L/week	1	1100L	1	805 L/week

- There are two weekly collections currently taking place at the site.

Waste Generation Reduction Request

Given the fact that the venue is a combination venue, and the current use has provisions for waste management utilising existing bins with in the waste storage area and waste practice at the venue have seen the waste generation be up to half of what is required under the current requirements related to waste management, it is recommended that the waste bins associated with the venue be reduced to the following capacities.

- 2 x 240l General Waste bins
- 2 x Recycle Waste bins

Collections are detailed below, however are as follows;

SOAK would only use the bins allocated to the site cover the cost of the additional collection cost if required for overuse.

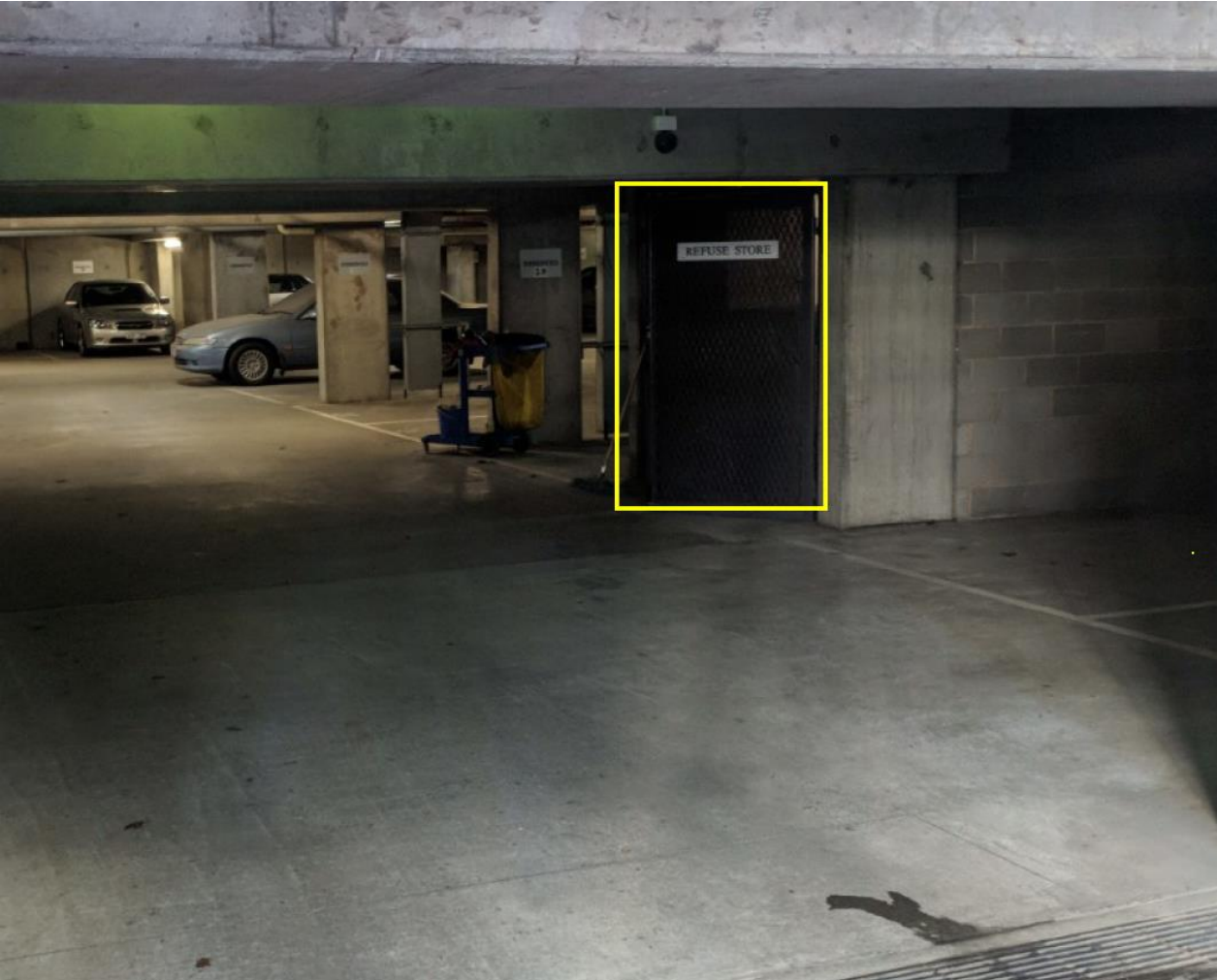
- Site Collection (Current): 2 per week

Total: 2 collections per week as discussed with the body corporate

Bin storage location:

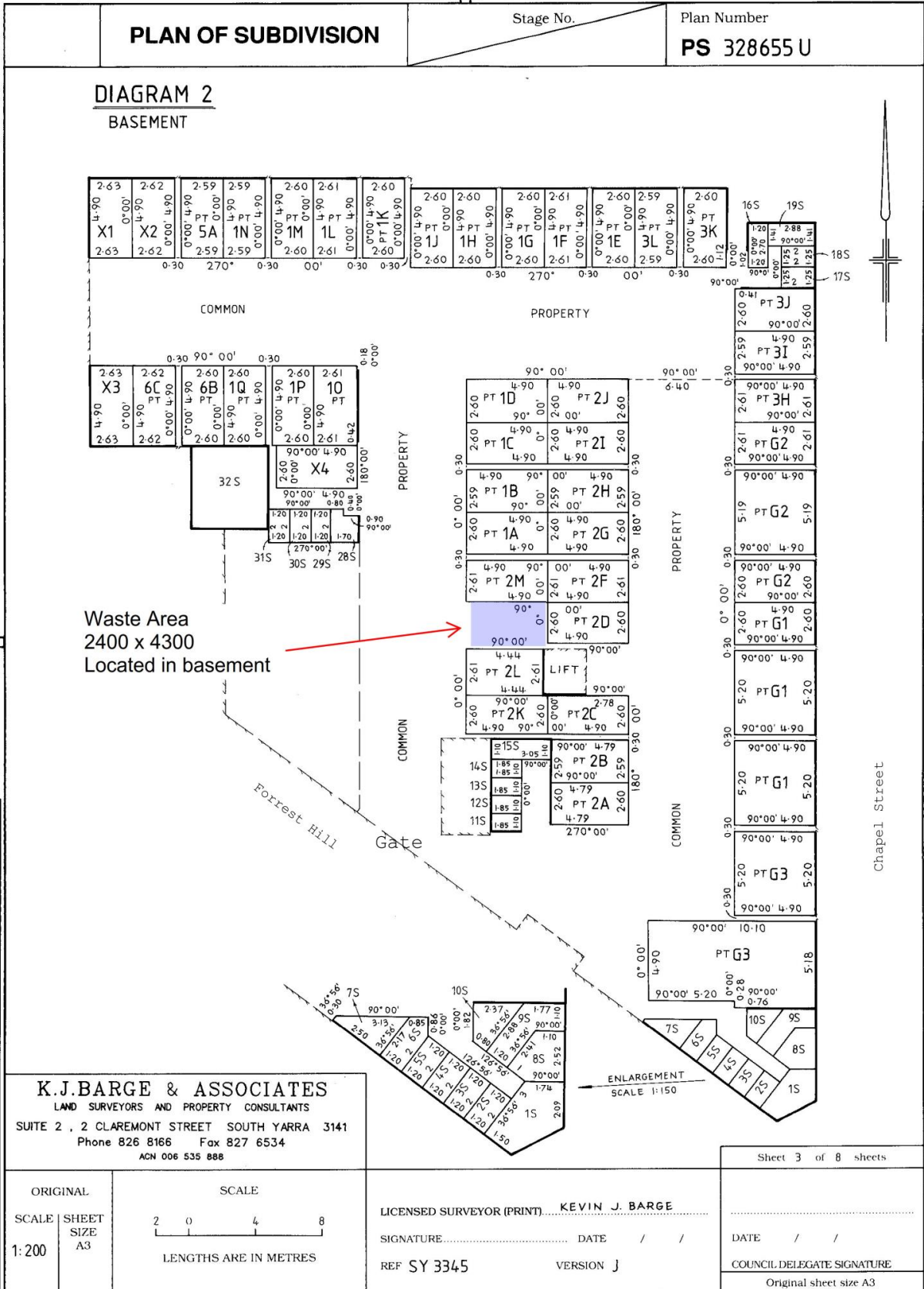
Waste storeroom is in the basement carpark of the complex off the Forrest Hill vehicle entry / exit point on the Chapel Street Side of the carriageway and designated /signed as "Refuse Store" (refer to photo below)

Access to the bins is via the vehicle access point.



The scale plans indicated below details the location of the waste storeroom within the complex. The waste storeroom is available to all occupants and users of the complex and managed under the Body Corporate structure. The waste storeroom is 2400mm wide and 4300mm in length with a gate to the front of the area in order to ensure waste remains within the confines.

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Waste collection location:

The use of 4 x 240 lt bins (2 x general waste and 2 x recycle) which are collected twice a week from the Forrest Hill roadway. Discussions with the Body Corporate and management have agreed that oversized bins are not required, and current collections will suffice.

SOAK would only use the bins allocated to the site cover the cost of the additional collection cost if required for overuse.

- Site Collection (Current): 2 per week

Total: 2 collections per week as discussed with the body corporate

Waste Separation

There are two waste streams that are catered with separate bins being Recycle and General Waste:

- general waste
- Recycle waste

Where the waste collection service collects recyclables as a co-mingled stream, the requirement to provide separated waste streams for these recyclables is removed. This is permissible to the extent of co-mingling accepted by the waste collection service.

For example, if glass and plastic are collected as co-mingled, then paper and cardboard is still required to have a separated waste stream.

The Provisions of waste management and collection of the following waste streams in the operation of SOAK:

- general waste
- paper and cardboard
- co-mingled recycling
- food organics
- hard / bulky waste
- e-waste
- batteries
- printer cartridges
- polystyrene

Plastic, specified metals, glass and thin walled paper and card will be stored and disposed of as a co-mingled recycle waste.

Separate bins will be provided for each of the two waste streams (General Waste / Recycle) stored in the central waste storage area for the complex clearly labelled "Refuse Store" and bins are clearly marked.

Sorting of waste is conducted by staff of the business.

Waste collection contractor:

Waste collection forms part of the site lease and Body Corporate operated. Collection days have been set by the body corporate however only occur during daylight hours, (between 9am and 7pm) weekdays.

Waste bins are collected from the roadside in Forrest Hill carriageway.

Prepared by:

On Tap Liquor Consulting

Dated: 25th May 2021