SRU Reference: 158950 - 02/08/2018

	Com	plaint	detail:
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From:

Sent: 02 August 2018 11:05

To: Hinchliffe, Keiran

Cc: Brotherton, Barry

Subject: Re: Vine Inn - Firework/Flare Incident

Hello Keiran , Thankyou for your quick reply. The videos are too long to attach. I will try to shorten them. That day was really bad, there was nearly a fight between my neighbours and the drunken Vine customers. Please would you help us, their a young lady badly ill; with cancer just across the road at No1. This is not fair. The Vine Inn had only two staff on all day and evening. There was nobody in the beer garden to watch the out of control lads. A lot of them come in after the England versus Sweden game, just to let the flare bombs off, knowing they would get away with it. This is so dangerous in such a built up area, its a wonder no one got hurt or even worse. They should at least have had security on for that long football day with two matches going on into the evening. I would like to meet up with you, if I may at my house. I could show you the videos first hand.

Regards

M33

On 02 August 2018 at 10:25 "Hinchliffe, Keiran" <

> wrote:

Good Morning

I send this email to you following contact with ClIr Barry Brotherton last week. I understand that you have CCTV footage of an incident at the Premises during the World Cup which involved the use of a firework or flare being let off? A similar complaint has also been shared to Licensing from our Community Safety Team. I have raised this as a complaint ref: 158950 so that an Enforcement Officer can investigate further.

Are you able to share a copy of the CCTV with me electronically via an email link? I could then attach that to the complaint worksheet...

With regards,

Keiran

Outcome:

Dear ______,

Further to your initial complaint in relation to various concerns you had with the licenced premises. I can confirm that GMP's District Licensing Officer (Karen Packer) has visited and had a meeting with the DPS (Designated Premises Supervisor). The complaints that you raised and other complaints

Licensing received were discussed at length. The DPS is willing to work with GMP and Trafford to resolve any issues and to ensure that The Vine does not create any further issues to residents and other businesses. Trafford Licensing will record all complaints made on the premise records, and should future incidents occur we have evidence to proceed with further Enforcement action. If you wish to discuss the nature of the above, please do not hesitate to contact me directly.

Kind regards

Donna

SRU Reference: 159502 - 28/08/2018

Complaint Details:



Outcome:

No Further Action due to lack of evidence

SRU Reference: 192310 - 18/07/2022

Complaint Details:

From:
Sent: 23 June 2022 01:55
To: Environmental Protection mailto:Environmental Protection@trafford.gov.uk; Belfield, Peter peter.Belfield@trafford.gov.uk; Brotherton, Barry peter.Barry.Brotherton@trafford.gov.uk; Pollitt, Richard kichard.Pollitt@trafford.gov.uk; Rartin, Alice herton@trafford.gov.uk; Western, Andrew Andrew.Western@trafford.gov.uk; Western, Andrew Mashway Road, Sale. M33 7UD. Noise Nuisance Daily Sheets and Pictures..

Dear Sir or Madam please note over the last two months the Vine Inn has been opening all hours of the day and night, which has made my life here unbearable. I have completed the Trafford Council Noise Nuisance Daily sheets, which I have these and the relating pictures attached to this email. Any noise can happen at any hour, this can be night or day, coming from the Vine beer garden or its surrounding areas. This is resulting that I am constantly being woken up overnight. Also in the evenings I cannot hear my television and I cannot open my windows on a sumy day or evening. I have spent around twenty thousand pounds last year to sound proof my house, by having new widows and doors fitted with triple glazing acoustic glass. Please would help me to live a normal life here again. The owners of the Vine Inn, the Craft Union and their staff just do not care for there neighbours.

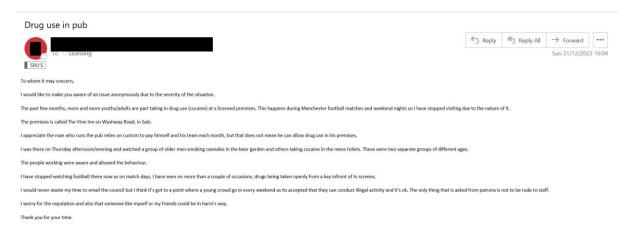
SRU Reference: 192310 - 22/08/2022



Outcome: visited premises and spoke with DPS and brewery rep, strongly advised regarding noise and advising customers to respect neighbours, advised premises will be revisited and inspected over next few weeks

SRU Reference: 205980 - 31/12/2023

Complaint detail:



Outcome: Pending further investigation