

PVP COMPLAINT LOG:

	EHL Complaints	Customer Feedback Team complaints	Pride Complaints
2013	3 (all relating to people in the street and people noise from licensed premises)	0	
2014	0	3 (all relating to wristbands and resident access)	<ul style="list-style-type: none"> Complaint about the planned road closures and the introduction of the wristband
2015	1 (Noise Patrol rec'd a call but comp did not provide full details, so it was not possible to investigate)	3 (all relating to restrictions to roads and road closures)	<ul style="list-style-type: none"> Noise levels from outside stage on George St Issues with Broad Street and noise levels also complained to BHCC EHL
2016	0	0	<p>2 x Residents on George St requested a meeting with PVP Manger to discuss their issues.</p> <ul style="list-style-type: none"> Noise levels from the outside stage in 2015 Damage to property and claim for redecoration. Protection of the twitten over pride weekend.
2017	1 (outside noise around High Street – however part of complaint was noise after PVP had ended))	0	<ul style="list-style-type: none"> 3 x noise levels at licensed premises Several complaints about the smell left behind on St James St outside Boots from the leaking urinal on site. This made the media but Pride had contacted with City Clean to Jet wash the streets and they were unable to fulfil the contract until three day after the event. 1 individual claimed expenses for out of town accommodation in 2017 with letter referencing a number of points including noise from the Princes Street access issues, disruption to bus services etc Residents of St James house unhappy about restricted access to St James St via Cavendish St - This area is restricted and fenced during the PVP so that PVP partygoers are prevented from entering the communal gardens of the houses on High St and to the underground car park beneath St James House.

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			<ul style="list-style-type: none"> • Resident not happy that a fence was being erected by his property - telephoned and fence was moved. • Resident on George St requested that her property be protected with fencing for the duration of the PVP - requested actioned PVP manager liaised with resident and monitored the house.
2018	1 (outside noise from Rock Place/St James's Street – however part of complaint was noise after PVP had ended)	1 (access for residents and SIA attitude to this)	<p>2018 x 12 complaints recorded via email 2 verbal complaints made directly to PVP Manager</p> <ul style="list-style-type: none"> • 2 x were about specific venues and noise levels both before the PVP started and post the midnight finish • 3 x from residents complaining that they hadn't got their PVP free resident wristband - this was pre event and was dealt with by Pride team • 2 X residents unhappy that they "their access to St James St was restricted" person did feel that the wristband helped with this issue. They also referenced being disturbed by too many people and noise levels. • 2 x residents not happy about having to carry a residents' wristband with them and show to security. • 1 x resident unhappy with the interaction between security staff and them as residents • 2 x residents unhappy with the amount of rubbish left around PVP and other areas of the city. • 1 x resident who complained about toilets being located in the vicinity of his property - they were relocated. • 1 x cafe owner re damage to front of property on Pride weekend