



08/06/2023

Dear Residents,

Thanks very much for coming in yesterday evening, we really appreciate you giving up your time to come and discuss your concerns with us.

In hindsight we should have had this dialog before the update of our licence application and we can now see how this may have been interpreted, so we must apologise for this oversight.

As a community space it's been a challenge to establish a sustainable business model coming out of Covid restrictions. We have certainly tried some activities that have proven not to be suitable for this venue.

So we can move forward and be respectful of your concerns, we will bullet point our key agreed discussion points for you to feedback before we submit to licensing.

It's important for us to put in writing that we have absolutely no intention to develop into a late night club style venue, with the issues this can cause and the wear & tear on the space that we have put a lot of love and time into.

Going forward, no late night club events will be booked by which we mean those that go beyond our already agreed licence hours.

We will also review the plans of any future Fringe shows to ensure they are suitable for the space and that they comply with our conditions of use.

Actions we've already taken.

No warehouse shutter movement after 9pm unless in emergency or without advance warning.

We have spoken to our waste collection provider and arranged for them to make collections later. Please feedback if this remains problematic.

Outside seating will be in line with our operations in 2022. Seating and food outside for catering and pre-show and interval drinks for show customers only or for conference events lunches/refreshments.

We generally have found its busiest before the show when it's warmer. Last interval at approximately 9.30 where there are far less people outside. We are happy to reduce the

maximum cap to 60 and the outside area to be managed within the enclosed area by SIA security.

Main entrance door to be closed during shows and after second interval. No customer exit via main entrance with the exception to disabled customers and carers and this will be managed by SIA security.

Audience members to exit onto Blackman Street, with SIA security directing them out in an orderly manner in Trafalgar Street direction.

Our operation to remain a cultural space, comedy, cabaret, community events, video studios and conferences.

With reference to Weddings, we have not held any wedding at Ironworks this reference has been removed and must have been dropped in by our website managers.

All staff will be briefed again on procedures.

Communication

We are happy to give you a direct contact for our duty managers who would be happy to listen to any concerns and take action when necessary, on any night. REDACTED or REDACTED are the usual Duty Managers during events, they can be contacted during an event on REDACTED or you can contact REDACTED directly via email during office hours on REDACTED.

We welcome feedback and will always be open to amending procedures where possible. As a community space, we really don't want to attract a disruptive clientele to the Ironworks and will always endeavour to be good neighbours.

We will always endeavour to be true to our word and should any issues arise that are out of our control we would acknowledge this with you.

Residents in your building are invited to apply for guests tickets and we are happy to facilitate this when we can (contact [REDACTED](#) for tickets)

We hope this is a good representation of our positive conversations and once we have your feedback on these notes will share a bullet point document that can be logged with licencing.

Many thanks again,

REDACTED
Venue Manager