

# Christchurch Tri-Agency Newsletter

September 2018



## Shh...

**With the warmer weather coming and an increase in vibrant outdoor activities at night it's timely to consider controlling noise.**

One of the factors licensed premises face is the effect they have on the good order and amenity of the area, this includes noise. Escaping noise, and the noise made by patrons of licensed premises can impact on others in the neighbourhood.

**We want to make sure you have good systems in place to minimise noise issues. Regularly test the systems you have in place for noise management are working.**

**To avoid complaints about noise some simple steps can assist:**

- Keep noise contained by closing doors and windows;
- If that is not possible, reduce the volume of the sound system appropriately;
- Turn off any outside speakers at a reasonable hour, and ensure they are always kept at an appropriate volume;
- Monitor and control the level of bass as that can carry easily, and is often the source of complaints;
- Approach particularly noisy patrons in outside areas, and request them to reduce their noise;
- Encourage patrons on leaving to avoid any unnecessary noise and not linger outside;
- And ensure all staff are fully aware of the need to control noise levels, and the measures that are available to achieve this control;
- Spend time outside your premises to monitor noise.

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Please circulate this  
to all your staff –  
*especially duty managers*  
– and/or place on your  
notice board

# Special licence applications for summer events 2018–2019



## Free water

Availability of free water is one of the best ways to prevent intoxication.

With warmer weather comes the risk of rapid dehydration so now is a great time to assess the provision of water in your premises.

There are many different ways to safely provide water as well as checking that the location isn't obstructed during busy times.

Remind your staff to keep providing water to anyone consuming alcohol and if you do have a water station, that it is refreshed regularly and ensure there are plenty of clean drinking glasses.



## We are now entering our busiest part of the year for special licences.

If you are planning a special event for Christmas or over the summer and require an alcohol special licence we encourage you to get your application in early.

- All applications must be made at least 20 working days (four weeks) before the event is held, otherwise they may not be accepted by the District Licensing Committee for consideration
- Short notice applications (made less than 20 working days before the event date) must be accompanied by a letter explaining the reason for lateness for DLC consideration. You need to have a good reason as the Act refers to the reason for lateness as *“could not reasonably have been foreseen”*.

It is important to note that a working day does not include weekends, statutory holidays (including Labour Day on 22 October and Canterbury Show Day on 16 November). **We also have a non-working day period between 20 December and 15 January (inclusive).**

Due to the **non-working days over Christmas and New Year** you will need to **apply at least two months in advance of your event** to allow for the minimum 20 working days to process it. This is also our busiest period for processing applications. If you want the security of knowing whether your special licence will be granted before you start advertising you should apply even earlier.

As a guide:

| Event date between                    | Apply for Special Licence by:  |
|---------------------------------------|--|
| 19 December 2018<br>– 23 January 2019 | 21 November 2018<br><i>(or carefully check at least 20 working days)</i> |
| 21 January 2019<br>– 28 January 2019  | 27 November 2018<br><i>(or carefully check at least 20 working days)</i> |
| 29 January 2019<br>– 13 February 2019 | 5 December 2018<br><i>(or carefully check at least 20 working days)</i>  |
| After 14 February 2019                | 16 January 2019<br><i>(or carefully check at least 20 working days)</i>  |

If you have any questions please discuss with Council Alcohol Licensing staff.

# Ongoing Club Controlled Purchase Operations and Failures



The agencies are continuing to conduct CPO's to check that clubs are only selling alcohol to authorised customers. The majority of licensed sports clubs are continuing to fail these tests.

HPA have created some useful tools for club bar staff to walk you through the questions to ask if you do not recognise the customer as a member of their club:

## Before selling alcohol to customers in a club you should ask and confirm the following:

- Are you a member of this club?
- Are you a member of another club with **reciprocal visiting rights**?
- Are you here as a guest **and accompanied by** one of our members?
- Are you here as a guest of **and accompanied by** a member of another club?

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If they cannot answer "yes" to any of these questions then they cannot be sold or consume alcohol at your club. Controlled purchase operations are continuing. Please remind all bar staff working in licensed clubs. Signage to assist club staff and customers is available from the Christchurch Alcohol Licensing Team.

The HPA club cards are being distributed to all clubs by the Tri-Agencies and should be displayed in the bar for staff to use as a reference tool and guide. Other HPA tools for clubs can be found at [www.alcohol.org.nz/management-laws/managing-alcohol/alcohol-in-clubs](http://www.alcohol.org.nz/management-laws/managing-alcohol/alcohol-in-clubs)

## What is a standard drink?

Do you and your staff know and understand what a standard drink is? It may be less than you think. A bottle of 500ml beer at 5% is nearly 2 standard drinks. One serve is not always one standard drink.

The Health Promotion Agency have some resources on their website to help you work out how much your customers may be drinking: [alcohol.org.nz/help-advice/standard-drinks/whats-a-standard-drink](http://alcohol.org.nz/help-advice/standard-drinks/whats-a-standard-drink)



## Take a moment to look at your licence and or managers certificate.

Note the expiry date, and put a system in place to ensure you get your renewal application lodged before that date. The consequences of not doing so can be dire.

We do send out reminders, however it's your responsibility to make sure you lodge your renewal on time. With that in mind, do we have your current contact details?

If we don't, now would be a good time to update our records and make sure we have your current contact details so that any notifications we send out can reach you.

# Outside areas

**Summer is on its way!** If you have an outside area now is the time to double check that all of your staff know what areas are covered under your alcohol licence and how patrons know where they can sit and enjoy their drink in the sunshine.

Some licensees have their areas roped off or marked with planter boxes, others choose to use hosting staff to let customers know where they can sit. You may like to update your host responsibility policy to tell your staff, customers and the agencies how you manage your licensed area boundaries. If you do please email us a copy.



## Fresh air dining

Check out the link to the Fresh Air project: [freshairproject.org.nz/](http://freshairproject.org.nz/)

## What's our number?

Curious about how licence numbers are tracking in Christchurch? You may see from time to time various statistics quoted about “hospitality numbers” in Christchurch. Depending on where these numbers are sourced or how they are asked for impacts on the figures quoted. Often “hospitality” numbers requests to Council includes unlicensed eating places that have food registrations only.

So to avoid confusion here are the official figures as of 1 July 2018 for Alcohol Licences in Christchurch:

**970**

Total current premises licences held –  
ON 630; OFF 224;  
CLUB 116  
We process around 500 new/renewal applications each year.

**3818**

Total current Managers Certificates held  
We process around 1890 new/renewal applications each year.

**1148**

Total Special Licences granted for events (small, medium, and large) in the last 12 months

# Acting and Temporary Managers

The Act allows an uncertified person to be appointed as an acting or temporary manager if a holder of a Manager's Certificate is not available.

An acting or temporary manager is considered to have the responsibilities of the holder of a Manager's Certificate and can be prosecuted for breaches of the Act just as the holder of a Manager's Certificate and permanently appointed duty manager can.

## But which one is applicable to your premises and staff?

- An **acting manager** can be appointed to cover for short term absences where the manager is ill, absent, or on holiday. The acting manager may *only* be appointed for up to three weeks at any one time and up to six weeks in any 12 month period.
- A **temporary manager** can be appointed where a manager is ill or absent for any reason, or is dismissed, or resigns, **meaning** the premises will be needing a **new permanent duty manager**. The person appointed **must** apply for a Manager's Certificate within **two working days**. The person may then continue as a **temporary manager** until the application for a Manager's Certificate is determined.



*This newsletter is jointly produced by the  
Christchurch City Council Alcohol Licensing Team,  
the Police Alcohol Harm Reduction Unit, and  
Community and Public Health Alcohol Licensing Officers.*

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Send Notices of Management Change forms to **both**:

Christchurch City Council: [managerchange@ccc.govt.nz](mailto:managerchange@ccc.govt.nz)

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