CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

630 9th Avenue, Suite 208
New York, NY 10036
tel: 212-736-4536
www.nyc.gov/mcb4

BAR AND RESTURANT NUISANCE REPORTING PROTOCOL

Manhattan Community Board 4 (MCB4) is committed to helping improve its residents' quality of life. If yours is adversely affected by excessive noise, fumes, exhaust, smoking and/or sidewalks blocked by liquor serving establishments, please follow the steps enumerated below.

- *Document every step of the process.* ***Note the name and title*** *of the establishment's representative with whom you spoke,* ***his/her contact information, the date/time and details of the discussion.***
- *Try to take photos, video or sound recordings for each complaint—be sure to use* ***date/time references****.*
- ***Make a record*** *of your 311*[1] *reference number for each complaint.*
- *Coordinate with your Block Association.*
- *Engage your neighbors and urge them to follow this reporting protocol. (Complaints from multiple people are effective.)* ***There's strength in numbers!***
- *For emergencies always dial 911.*

1- **First occurrence**
   a. Politely ask the establishment's representative (preferably a manager) to rectify the situation.
   b. If management is unresponsive, call 311 to report the occurrence. (This will be referred to the police or the appropriate agency)

2- **Second Occurrence**
   a. Call 311 to report and
   b. File a complaint with the New York State Liquor Authority (SLA*)[2] and
   c. Attend NYPD Police Precinct Council[3] meetings with your neighbors to register your complaint

3- **Third Occurrence**
   a. Call 311 to report and File a complaint with the SLA*
   b. Attend NYPD Police Precinct Council meetings with your neighbors to register your complaint and
   c. Request a meeting with the staff of MCB4[4]. The staff of MCB4, along with members of the Business Licenses & Permits Committee will work to organize a meeting with the owners\managers of the establishment. The results of these meetings will be reported to the Business and License Committee by the Chairs of the Committee.

4- **Unresponsive Establishments & Returning Issues**
   a. Continue calling 311 and File a complaint with the SLA* *for every occurrence* and
   b. Create a petition. Clearly state the issues at the top. Include the signatories' name, address and email.
   c. The matter will be referred to BLP chairs for possible inclusion on a BLP agenda.

Thank you for working with MCB4 to improve our district's quality of life. While issues take time to resolve, your involvement is essential to create positive change for the betterment of our community.

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[1] **311:** http://www1.nyc.gov/311/

[2] **NY State Liquor Authority (SLA):** 518.474.3114 option 2. Online: www.sla.ny.gov/register-a-complaint
Contact ONLY for liquor serving establishments.

[3] **NYPD Midtown North Community Council Meetings:** 7pm every third Tuesday of the month. **NYPD Midtown South Community Council Meetings:** 6:30pm every fourth Tuesday of the month. **NYPD 10th Precinct Community Council Meetings:** 7pm the last Wednesday of the month. **NYPD 13th Precinct Community Council Meetings: 6pm** the third Tuesday of each month. **To find your NYPD Precinct:** www.nyc.gov/html/nypd/html/precinct_maps/precinct_finder.shtml

[4] **MCB4:** 630 9th Avenue, #208/212.736.4536/www.nyc.gov/mcb4/District Manager, Stacie Johnson stacjohnson@cb.nyc.gov and Assistant District Manager, Nelly Gonzalez negonzalez@cb.nyc.gov.

* Contact the SLA *only* for liquor serving establishments.