



CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

330 West 42nd Street, 26th floor New York, NY 10036
tel: 212-736-4536 fax: 212-947-9512
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 311¹ 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 Council³ meetings with your neighbors to register your complaint

3- Third Occurrence

- a. Call 311 to report and File a complaint with the SLA*
- c. Attend NYPD Police Precinct Council meetings with your neighbors to register your complaint and
- d. Request a meeting with the staff of MCB4⁴. 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 MCB 4 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.

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 at 306 W54th St which is the Midtown Pct. North station house. Meetings are not held in July and August.

NYPD Midtown South Community Council Meetings: 7pm every third Thursday of the month at the New Yorker Hotel, 481 Eighth Avenue (34th & 8th)

NYPD 10th Precinct Community Council Meetings: 7pm the last Wednesday of the month at 230 West 20th Street (7th & 8th)

NYPD 13th Precinct Community Council Meetings: 6:30pm the third Tuesday of each month at 230 East 21st Street.

To find your NYPD Precinct: www.nyc.gov/html/nypd/html/precinct_maps/precinct_finder.shtml

⁴ **MCB4:** 330 W. 42nd Street, 26th Floor (8th & 9th) 212.736.4536/ph. 212.947.9512/fax www.nyc.gov/mcb4

District Manager, Jesse Bodine jbodine@cb.nyc.gov and Assistant District Manager, Nelly Gonzalez negonzalez@cb.nyc.gov

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