

# URBANA

**LA VIDA URBANA**

**228 Carr Place, Leederville**

## **MANAGEMENT PLAN SUMMARY**

The venue management plan covers the general management procedures for the operation of the venue, including patron management, noise and amenity management, cumulative impact assessment and waste management.

It is the aim of management to minimise the potential for harm or ill-health to occur and generally ensure that La Vida Urbana is a well-controlled and low risk operation.

### **Description of La Vida Urbana**

La Vida Urbana brings Authentic Mexican Cuisine to Leederville. It is a destination venue for authentic Mexican Cuisine enthusiast and showcases a wide selection of rare tequilas and mescals as well as Mexican and local beers and wines which combine to create a speciality product to be respected and savoured.

#### *Food focus*

The chefs at La Vida Urbana are currently working directly with the Mexican embassy to obtain certification as a venue that serves authentic Mexican cuisine (rather than widely available 'Tex-Mex' style).

La Vida Urbana explores the regional variations within Mexican cuisine. Regular speciality dinners are held at La Vida Urbana, showcasing particular regions (e.g. Oaxaca) or particular ranges of tequilas or mescals (i.e. 'Herradura').

La Vida Urbana offers non-alcoholic drinks, including fresh squeezed fruit juices, high quality coffee / tea service with take-away options) and has installed a 'Purezza' filtered water system. Customers are offered complimentary bottle of both still and sparkling Purezza water on arrival, with unlimited replenishment.

### **Operating hours**

Our current opening hours are:

Wednesday - Thursday: 5pm to midnight

Friday – Sunday: 11.30am to midnight

We would anticipate opening for weekday lunches in the future and would therefore propose opening hours to be framed as hours between 11.30am and midnight, 7 days a week (with usual exceptions for Good Friday, Anzac Day and Christmas Day).

It is possible that ETP will be sought in the future (this is simply a current intention and would be the subject of a separate application) for trading up to 1a.m.

### **Maximum number of patrons and number of staff to be on the premises**

The premises has the capacity to accommodate up to 200 patrons in the dining / bar areas. We would propose setting a maximum limit of 200 at any time, with appropriate security provisions in place for number above 120.

Our staff numbers vary between 4-6 at weekend breakfast time to between 8 - 12 during a busy dinner service or speciality dinner referred to above.

### **Car parking**

*Venue access:* The location offers many modes of transport for patrons to travel to and from the venue. The venue will be particularly popular with patrons who are likely to walk to the venue.

*Public transport options:* TransPerth Bus Stop – 100 meters • Leederville Train Station – 500 meters

*Taxi and ride sharing:* Taxi and RideShare options are readily available to the venue

*Car Parking:* There are no car parks included in the tenancy but the venue is within easy walking distance of the extensive public parking available in the Leederville commercial precinct.

*Bicycle parking:* Bike parking spaces are also available on-site and near the venue. Use of these facilities will be maximised by offering patrons the opportunity to use them if available. Members may call or email prior to arrival to check vacancy.

### **How patrons and anti-social behaviour will be managed;**

There is / will be a Duty Manager on site at all times that La Vida Urbana is open for business. This Duty Manager is appropriately trained and holds an Approved Manager's Card. The Duty Manager will be able to assist with enquiries, complaints or problems that may arise.

Front of houses staff are thoroughly trained on all appropriate matters including responsible service of liquor in addition to holding RSA certification.

The provisions of the Liquor Licensing Act 1988 are to be adhered to at all times by the staff at La Vida Urbana.

La Vida Urbana maintains services and facilities to a very high standard to meet the expectations of its customers who, by their nature, are discerning and knowledgeable consumers of liquor. Alcoholic drinks are priced at a level which will discourage potential rapid or excessive consumption. Indeed, many of the liquors sold are more expensive than mainstream products.

Any customer complaints are addressed by the General or Duty Manager. A complaints register is maintained by the venue, and any complaints received are logged and promptly reviewed by management. Management adapt its operational procedures to minimise the likelihood of any past issues or complaints from recurring.

### **Music and noise**

The comfort of our neighbours is to be respected at all times and all late night/early morning noise is to be kept to a minimum.

No live music will be played in venue. Background music is a mix of easy listening and Spanish / Latin tunes and is played through an installed sound system.

The venue has been acoustically treated with sound absorbing ceiling tiles.

The venue is located on the ground floor of a four floor commercial building. The venue is fully contained within this building, i.e. no walls on the exterior except the entrance which opens to the street. This faces south, directing any noise leakage whatsoever away from residential areas.

### **Rubbish collection and disposal and litter associated with the development.**

The lessor (of the whole building at 228 Carr Place) employs a professional rubbish removal firm to provide all rubbish collection and disposal services. This is managed by the lessor's agent CBRE.