

I read the notice and thank you for the advance notice. I support these changes as that place is revitalizing our area finally. People are coming, buying, shopping and having some fun.

The same for Tug Eatery across from CRAFT BEER but they are quieter generally. Folks love both of these patios and noise after hours is not a problem.

Let them invest their money in their establishments. Thanks again and rsvp if you read my letter.

Gregor Campbell  
120-409 Swift St  
Victoria BC  
V8W1S2

Hello,

As a member of the Victoria community, for 2 years CRAFT has been a great addition. They have invested in the community and have hired a lot of people in the community. They operate a great establishment, and I am in full support of the application. What they are proposing will activate the area even more than they already have, and I have no concerns with how they will continue to operate.

Regards,

Samantha Lindeman  
Founder  
Wildeye Brewing Company Ltd.

██████████

[www.wildeyebrewing.ca](http://www.wildeyebrewing.ca)

@wildeyebrewing

I am the owner of a condominium in 409 Swift Street, north side facing Craft Beer Market. Please consider my comments on their application to combine two existing licences and to change hours:

I think combining the two liquor licences makes sense

I strongly disagree with the proposed change in hours. The biggest impact of the pub is noise - loud music and crowd noise on the street at closing time. Increasing hours from 12 am to 1am, Monday to Thursday would have a significant impact on my ability to sleep.

Thank you,  
Wayne Locke

Development Process Coordinator: [Email: kauriston@victoria.ca](mailto:kauriston@victoria.ca)  
Permits & Inspections, City of Victoria

Hello,

Over the past few years, owners and residents of our Mermaid Wharf Condo Building submitted many letters of complaint to government (including City Council Members, City Managers and LCRB representatives) asking for decision makers to consider the impacts of Craft Beer's operations on nearby residents. Unfortunately, our ongoing efforts have not resulted in any of the decision makers taking any concrete measures to "modify the various liquor and food licenses" in a way that would support a peaceful co-existence between neighbours and Craft Beer Market.

**Instead, Craft Beer was given permission construct an extension to the heritage building and expand the outside seating area to accommodate an increased capacity of 786 people. Additionally, there is no regard for how the 20 ++ outside speakers effect neighbours lives on a daily basis.** Which leads many of us to believe this is simply a procedural process and our participation will not lead to any positive change as it appears that liquor establishments trump the health and well-being of adjacent residents. However, the WHO suggests otherwise.

Reference:

World Health Organization—

Guidelines for community noise. <https://iris.who.int/handle/10665/66217>

On average, the percentage of people who live at Mermaid Wharf is about 30% resident owners, 30% long-term renters, and about 30% STR visitors. Now that STRs are not permitted, it's anticipated that there may be more long-term renters; however, most renters who have jobs will not be able to tolerate the ongoing noise disturbance. Expecting residents to close their windows or balcony doors or use earplugs and headphones to drown out the noise emanating from Craft Beer is not a reasonable solution to addressing their concerns.

**An important question for the City Council and the LCRB is:**

**How does Craft Beer Market's operations impact residents who reside at Mermaid Wharf Condo (located at 409 Swift Street and directly across from Craft Beer Market)**

- The extremely loud music from the inside and outside speakers prevent many residents from getting a good night's sleep. The lack of sleep makes it difficult for people to feel productive in their work and lives. **Noise exposure at this level and**

**duration should be acknowledged as a health concern that needs to be addressed.**

- Craft Beer staff regularly play the outside and inside speakers— blasting the music all evening until 2:00AM. A full hour after customers have exited the establishment. All this is for the benefit of the staff who are doing the night close-up.
- Craft Beer staff regularly play the outside and inside speakers— starting at 9:00am or 10:00am in the morning an hour before customers arrive — again for the benefit of the staff.
- There are occasions when very loud patrons exiting the pub about 1:00am hang around outside the property. The Craft Beer staff have not been seen encouraging patrons to move on.
- Craft Beer Management is not able to manage the staff — on many occasions certain residents have had to go over to the pub at 9:00am and at 2:00am to ask them to please turn off the outside speakers and lower the music inside the building. 6 hours of sleep is not sufficient for most people. For people who work shift work, e.g., nurses, living at Mermaid Wharf is not an option for them.
- Residents residing across the harbour on Tyee Road report that they can hear the music from Craft Beer. Sound travels across the water.
- Certain resident owners and long-term renters have moved from Mermaid Wharf because of the excessive disruptive noise levels coming from the pub which makes it difficult for them to work from home and/or get enough sleep at night.

**The second question for the City Council and the LCRB is:**

**What can we do to minimize and/or alleviate the negative effects of Craft Beer's operations on nearby residents including Mermaid Wharf and Swift House?**

1. **Do not combine the two existing the two existing Primary Licenses into one Liquor Primary License.**
2. **Do not change the hours of any of the Liquor or Food Primary Licenses.**
3. **Modify all of the existing Licenses to prohibit outside speakers.**
4. **Amend the City of Victoria Noise By-law Note:—**The Craft Beer Market, located in Olympic Village in Vancouver is not permitted to operate in the same manner as they currently are in Victoria.

**The City of Vancouver has the following Permits and License restrictions and a Noise By-law in place to protect the health and well-being of neighbours living within close proximity to liquor establishments like Craft Beer. This is another request (of many) for the City of Victoria to adopt these best practices.**

- Patio Restrictions are outlined here: [Curbside patio permit | City of Vancouver](#)
- Pub, restaurants and club info is here: [Pub or restaurant noise | City of Vancouver](#)
- Noise Control Bylaw is here: [Noise Control By-law 6555 | City of Vancouver](#)

For Pubs, clubs, restaurants and cafe noise: IF SPEAKERS ARE USED, ALL COMPONENTS MUST BE LOCATED WITHIN THE BUILDING PER THE LICENSE BYLAW.

**Question:**

**Will the City of Victoria Council Members and LCRB finally take our concerns into consideration and use the tools available to them to protect the health and well-being of residents?**

**If the City of Vancouver can do it— why not Victoria?**

Regards,

Caroline Moore  
405 - 409 Swift Street  
Victoria, BC V8W 1S2

Hi There,

Craft Beer Market as a member of the Victoria community for the past two years, I have seen firsthand how CRAFT has become a valuable addition to our area. Their investment in the community and their commitment to hiring local residents have significantly benefited us all. CRAFT operates an excellent establishment, and I fully support their current application.

What they are proposing will further enhance and activate the area, building on the positive impact they have already made. I have no concerns about their ability to continue operating successfully and responsibly.

Cheers,

**Zachary Van Der Ende**

Director of Sales

**Vancouver Island Brewing**

Unceded Lkwungen and W̱SÁNEĆ Territories



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P [REDACTED] | c [REDACTED]

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TO WHOM IT MAY CONCERN

I strongly oppose any increase in the hours of operation of the Craft Beer Market. I also strongly oppose increasing the occupant load on the outside patio.

The current noise levels are horrendous, the music is unbearable and the lack of care and respect for the neighbouring home owners is abysmal.

It may not have been a problem when we had short-term rentals, as these guests came to enjoy the city and all of its night life however with the new rules implemented by the City of Victoria our units are now inhabited by homeowners and long-term rentals only.

Our renters and most owners have full time jobs, and they need their sleep. Any increase in the noise and commotion out on the patio would be a risk to their health and well-being.

Mermaid Wharf is their home, and this must be considered carefully.

Please do not allow any increase in noise levels and patronage load levels.

Yours truly

Charlene Sim

Owner

Unit # 517 - 409 Swift Street-(Mermaid Wharf)

Victoria, BC

V8W 1S2

Good Day,

I am an owner in Mermaid Wharf. I am opposed to the application made by Craft Beer Market to have their Liquor Licence hours extended. I feel the current licence hours are too long and disruptive for the residents of Mermaid Wharf given the increased size of the outdoor patio and the associated speaker system.

The City of Victoria needs to adopt bylaws similar to those currently in place in The City of Vancouver to help protect the health and well being of Mermaid Wharf residents. These include Curbside Patio permit - City of Vancouver; Pub or restaurant noise - City of Vancouver ; Noise Control bylaw - City of Vancouver.

Regards,

John Van Dorp  
516-409 Swift Street  
Victoria, BC V8W 1S2

## **A Resident's Response to Craft Beer Market Permit Application to LCRB**

As a long-term resident and owner of a small condo at Mermaid Wharf, [409 Swift St.](#), in Victoria--directly facing the greatly enlarged Craft Beer Market pub--I would like to ask you & your city office to withhold any support for this and any future LCRB beneficial permits--until this extremely successful business can properly demonstrate ongoing (vs temporary ) respect for its local residential neighbors.

To date, it has not. Despite repeated cordial assertions by pub management that every due consideration for reasonable outdoor music/noise/crowd noise levels will be shown, residents continue to experience intermittent failure of each 'new' operational patio-sound-level' & crowd-exit protocols. Especially oppressive to all residents is the predicable late-night 'thunderous' crescendo of booming-bass party music via an array of outdoor patio speakers & building door openings.

These late 'peak' night-club 'sonic booms' tend to be episodic vs continuous.

Repeatedly, over months, we've been assured sincere efforts would be made to :

- Keep music levels reasonable and turn it down during 'slow' or 'clean-up' hours.
- Close key building windows/doors to avoid 'channelling' loud sound at us.
- Guide noisy late-night exiting patrons to leave promptly or via upper rear exit.

We believe all such management assurances and attempts at 'reasonable' noise-level reductions for residential neighbors are made in 'good faith.' Management's 'new' 'sound-level protocols' are diligently put in place and seem remarkably effective for a time. Only to deteriorate as bursts of 'extreme noise' surge again.

In short, reasonable noise-level & street-crowd-level 'compromise' improvements are do-able--to the enduring satisfaction of both parties. What is required from City of Victoria and LCRB is simply to insist that such thoughtful community 'compromises' are honored daily and are long-term (vs casual & intermittent).

We 'get' that the nature of a vibrant pub business requires higher local noise levels at times. But please support our 'good-neighbor' efforts by 'pausing' any additional generous business benefits/conditions via permits until Craft Beer management actively honors and sustains a permanent cooperative relationship with residents.

We're told we might look to City of Vancouver for expert guidance & working examples of pubs truly cooperating with residential neighbors simply by complying with slightly tighter & more effective city noise regulations that limit use of loud outdoor speakers--to everyone's satisfaction. Can Victoria be equally innovative?

Thanks for your time, consideration, and effective action. A solution is possible!

Sincerely,

Peter Knudtson (retired)

309-[409 Swift St, Victoria, BC](#)

June 23<sup>rd</sup>, 2024

Development Process Coordinator  
Sustainable Planning and Community Development Department  
1 Centennial Square  
Victoria, BC V8W 1P6

Dear Mayor Marianne Alto, City Council members and Development Process Coordinator,

I understand that Craft Beer Market has applied to the Liquor and Cannabis Regulation Branch (LCRB) to combine their operating permits which will allow them to extend their operating hours from 9:00am to 1:00am on a daily basis 7 days a week. My residence is at the Mermaid Wharf complex directly across from the Craft Beer Market. I am writing to let you know I **strongly oppose** the combined permit application and extended hours for the following reasons:

- 1) Craft Beer Market continues to create an ongoing noise nuisance by playing high volume amplified sounds from their 25 plus outdoor speakers. Council Member Dave Thompson setup a meeting on behalf of the residence of Mermaid Wharf to discuss these issues and find possible solutions to them. **Craft Beer Market refused to attend the meeting organized by Councilor Dave Thompson** to address these ongoing noise nuisance issues. The invited parties to this meeting included the Victoria Downtown Residence Association, the Victoria Downtown Business Association, the residence of Mermaid Wharf and Craft Beer Market. Allowing this request from Craft Beer Market for a combined permit and extended operating hours will further exacerbate this ongoing daily noise nuisance issue for all residence of Mermaid Wharf.
- 2) Craft Beer Market has not controlled their patrons exiting their facility throughout the day and late at night. Their patrons continue to loiter outside their facility creating additional noise nuisance issues for the residence of Mermaid Wharf.
- 3) Traffic congestion. Swift street is a narrow street on a cul-de-sac. The Craft Beer Market is already a large operation that became even larger when their request to increase capacity from approximately 500 to approximately 800 was previously approved. Increased hours of operation will only increase the amount of traffic (cars, trucks and pedestrians) and further create noise issues earlier for the residence of Mermaid Wharf on a daily basis. Currently it is not unusual for the street to be completely blocked by deliver trucks, city trucks (garage, maintenance etc.) and other vehicles that service not only Craft Beer Market, but also the Mermaid Wharf complex. Allowing this permit to be granted will only further exacerbate an already bad traffic congestion situation.

For all of the reasons listed above I again strongly urge Mayor Marianne Alto, City Council members and the Development Process Coordinator to protect the residence of Mermaid Wharf from this ongoing assault from Craft Beer Market on our homes and resoundingly recommend to the Liquor and Cannabis Regulation Branch (LCRB) that Craft Beer Markets request to extend operating hours and combine operating licenses be denied.

Very Best Regards,

James and Galina Corkery

#513 – 409 Swift Street  
Victoria, BC V8W 1S2



209 - 409 Swift Street  
Victoria BC V8W 1S2

Email: [REDACTED]

June 24, 2024

Development Process Coordinator  
Sustainable Planning and Community Development Department  
1 Centennial Square  
Victoria, BC. V8W 1P6  
Via email: [klauriston@victoria.ca](mailto:klauriston@victoria.ca)

Attention: The Mayor and Council  
[mayor@victoria.ca](mailto:mayor@victoria.ca)  
[shammond@victoria.ca](mailto:shammond@victoria.ca), [Dave.Thompson@victoria.ca](mailto:Dave.Thompson@victoria.ca), [mdell@victoria.ca](mailto:mdell@victoria.ca),  
[ccoleman@victoria.ca](mailto:ccoleman@victoria.ca), [mgardiner@victoria.ca](mailto:mgardiner@victoria.ca), [kloughton@victoria.ca](mailto:kloughton@victoria.ca),  
[skim@victoria.ca](mailto:skim@victoria.ca), [jcaradonna@victoria.ca](mailto:jcaradonna@victoria.ca)

I submit the following in connection with the Notice of Application by Craft Beer Market ("Craft").

The noise produced by Craft is an ongoing problem to the residents of Mermaid Wharf which is a 100 unit building approximately 100 feet away. The music is played extremely loudly and there are many speakers, I believe at least 20 speakers, both inside and outside the building. Additionally, staff continue to play loud music after permitted licence hours as they are cleaning up/closing up and also in the mornings as they are preparing to open. So if the licenced closing time is 1:00 a.m., this noise continues for at least another hour. It is virtually impossible for Mermaid Wharf residents to sleep until 2:00 a.m.

Section 12(1)(b) of the Noise Bylaw states that the volume of electronic or live music and including sound amplification devices are prohibited if they "disturb the quiet, peace, rest, enjoyment, comfort or convenience of individuals or the public". A review of noise bylaws of other cities reveals that outdoor speakers are often banned.

Patrons leaving Craft are another very loud noise consideration. Folks often gather outside the entrance and in the parking lot, finishing conversations and shouting to each other. Once they have consumed some alcohol, the volume of their conversations and laughter goes up and becomes very loud plus they gather in groups making it even louder. Section 12(1)(a) states that "shouting...or other noise...on streets" is specifically prohibited. I had hoped that management would take an active part in moving patrons along as they leave, asking for consideration of the neighbours, but this doesn't happen.

The *Liquor Control and Licensing Act* states in their Liquor Primary Terms & Conditions, p. 10, that a business must take reasonable measures to ensure that their business does not disturb people near their establishment. Reasonable measures include: supervising parking areas; posting signs asking patrons not to disturb the neighbours; making approved structural changes to allow indoor line-up areas. Supervising the entrance and parking area would make a significant difference. There is one sign on Swift Street asking for consideration of the neighbours; it being on Swift Street is not helpful as it is well away from the problem entrance/parking lot area, it is small and placed high on a post, virtually useless.

The City's Schedule B sets out Permitted Noise Levels but this is subjective - for example, normal conversation and background music can be 60 decibels, a vacuum cleaner or an average radio can be 70 decibels, a noisy restaurant can be 80 decibels, and a rock band can be 120 decibels. I am sure your bylaw officer does not go by Craft at midnight or 1:00 a.m. to check the decibel levels but they definitely surpass the permitted levels allowed by the City's Schedule B.

Craft has, I believe, at least four bars. It is very liquor forward. I do not believe that this establishment needs to be increasing their operating hours by another hour, six days of the week at the expense of residents who reside a mere 100 feet away. I ask that you refuse this application.

In addition, I ask that you review and modify policies around noise generally and particularly around outdoor speakers in the proximity of residences.

Yours truly,

A solid black rectangular box redacting the signature of Maureen Taylor.

Maureen Taylor

Please note that I do NOT support a change in licence change for Craft Beer on Swift St. My address:  
#521-409 Swift St. Victoria, B.C.

Hello,

I am an owner at mermaid wharf, which is located at 409 Swift Street, adjacent to the Craft Beer establishment. It is my understanding that there has been an application to extend hours and combine the licensing for this company.

I own Strata lot 20, unit number 205 in this building and it is rented on a full-time, long-term basis. I am opposed to any changes which may extend hours of operation or provide the ability to add more noise via additional speakers, seating, or otherwise on the patio, outside of the establishment.

Please feel free to reach out should you require anything further from me.

Erin

***Erin J. Solbakken***, BComm, CPA, CA



*www.SolbakkenGroup.com*

Hello,

Please be advised that as an owner in Mermaid Wharf, I do NOT support Craft Beer Market's request to change their existing licences and operating hours.

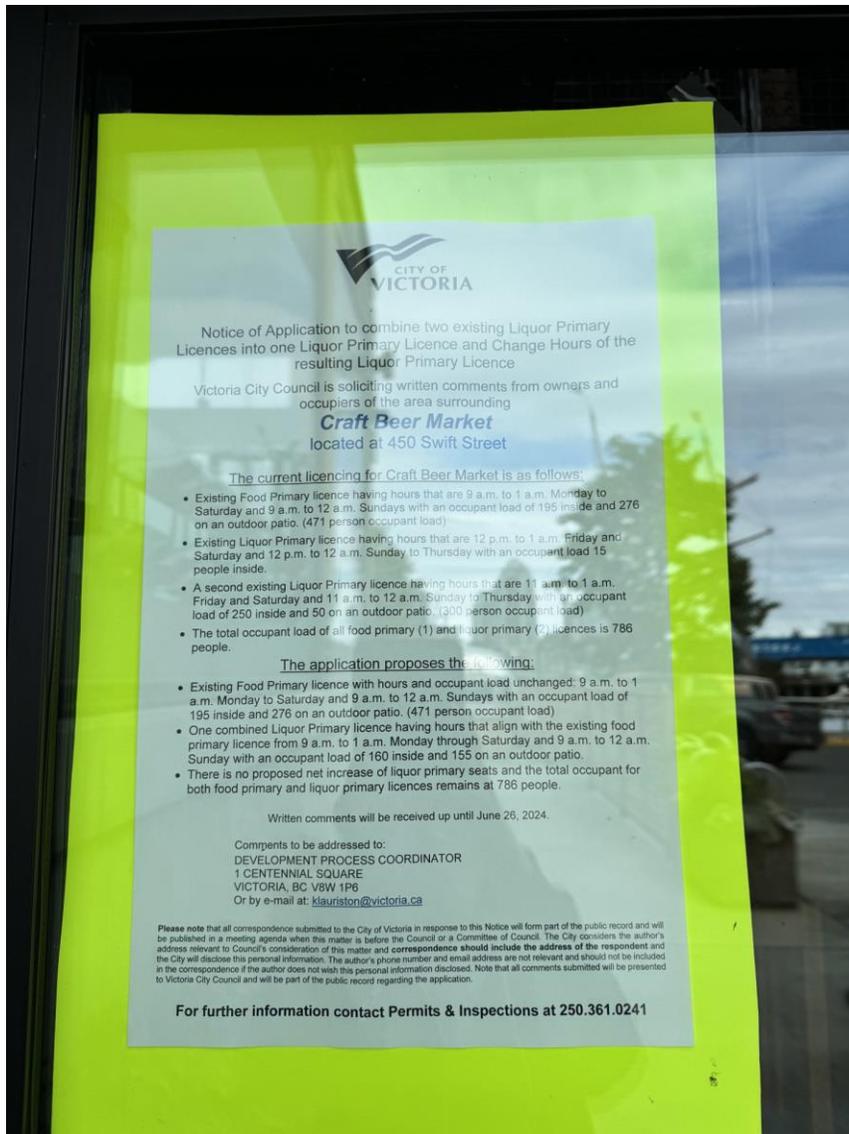
The noise level from their pub has been unreasonably loud for us that reside at Mermaid Wharf next door. Craft Beer Market has at least 20 outdoor speakers and they start blasting their music from as early as 9am (to prepare for opening) before customers arrive and as late as 2am (to prepare for closing) beyond when customers have left.

The level of noise is equivalent to a neighbour having a house party with a capacity of 786 people every night and every single day.

It is extremely disruptive, affecting Mermaid Wharf residents negatively. It is preventing residents from getting a good night's sleep which is interfering with resident's health and well being. We have the right to reside in the quiet enjoyment of our home.

Sincerely,

Carrie Staniforth  
416 - 409 Swift St.  
Victoria, BC  
V8W 1S2



This is obviously a joke, or it is a misunderstanding by staff of either the city or the establishment with respect to the amount of bureaucracy required to change some hours of operation of two independent establishments within the same building. Exactly how much money has been “earned” by the city (ie. Pensioned city staff) as a result of this application process????

Regards,  
Jennifer Murdoch

---

Oh, I could be mistaken.... It could be a devious plot by private businesses to save on annual fees associated with two licenses rather than one.... WHO CARES!!!!!!!!!! You want cruise ships but no local pubs?!?! Get a life and a real job.

Jen

# **DOWNTOWN Victoria**

Downtown Victoria Business Association  
200-764 Yates Street  
Victoria, BC  
V8W 1L4  
(250)386-2238  
info@downtownvictoria.ca

October 7, 2024

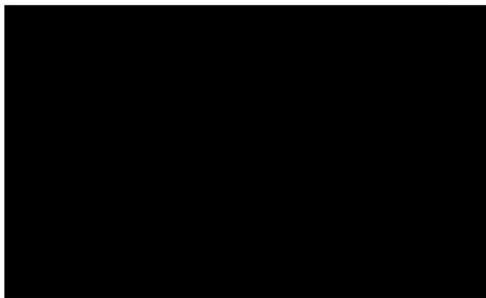
Liquor and Cannabis Licensing Board  
PO Box 9292 Stn Prov Govt  
Victoria, BC V8W 9J8

To whom it may concern,

I am writing in support of Craft Restaurant & Bar's application to combine existing liquor primary licenses into one liquor primacy license. On behalf of the Downtown Victoria Business Association, I am happy to support this application as I believe it will reduce the administrative burden for the restaurant while not increasing the total number of liquor primary seats or the total occupancy number.

Craft Restaurant is a beautiful venue that has repeatedly been renovated and expanded, which is likely how the current situation, where they have two liquor primacy licenses and one food primacy license, arose. Consolidating the licenses makes excellent sense and I hope you will proceed. They have been an excellent community partner and have respectful clientele. I wholeheartedly support their application.

Kind Regards,



Jeff Bray  
CEO, Downtown Victoria Business Association