

Appendix F

Public Notification Responses

From: Kevin Burns
Sent: August 1, 2024 10:20 PM
To: Ryan Morhart
Subject: Pinhalla Liquor License

My wife and I have lived at the Union Condos (517 Fisgard Street) since 2015. We are always happy to see new businesses open in our neighbourhood. We were happy to see Pinhalla open as it was such a unique business that would bring new people to the neighbourhood. There have been many issues with noise from patrons, who tend to congregate on the street in front of Pinhalla, up to around 11:30 pm. Due to the crowds dispersing before midnight, we felt the disturbance was tolerable, even though it disrupted our quiet enjoyment of our property and our sleep. The proposal to be open until 1 am (6 days per week) and 2 am (on Saturdays), is disturbing. This will have a significant impact on our quiet enjoyment of our property and a significant disruption of our sleep. My wife starts work at 6:30 am so noise and disruption at 1 am and 2 am will have a significant impact on her. To this point, the staff of Pinhalla have done nothing to mitigate the late night noise. Additionally, the doors of Pinhalla have been left open until almost closing so noise from microphones, pinball machines and music disturbs the neighborhood. I would urge the city to deny the application to grant a Liquor Primary License with the hours proposed by the applicant.

Kevin and Joanne Burns
Suite 518
517 Fisgard Street

From: Dwayne Ferguson
Sent: July 11, 2024 11:03 AM
To: Ryan Morhart
Subject: RE: Liquor Licence Application 516 Fisgard Street

Good morning,

As the owner of 705-1628 Store Street, a property within 100m of this proposed liquor licence, we are opposed to the proposed operating hours. The hours should align more with other operations in the area, such as Craft Beer Market. We understand that being downtown comes with the expectation of potential disturbances, however as the area is a mix of commercial and residential there needs to be a balance.

We are not opposed to the Pinhalla Pinball Pizzeria having a liquor licence, only the proposed operating hours.

Regards,
Dwayne Ferguson

From: [Trading Figgard](#)
To: [Ryan Morhart](#)
Subject: Re: Notice of Application for a liquor primary licence
Date: June 28, 2024 12:42:53 PM

Dear Sir or Madam of City of Victoria,

We received the Notice of Application for a liquor primary license - Pinhalla (liquor open until 2 am).

Our Address is 550-552 Figgard St.

We do not support this application as this would significantly increase the risk of higher crime frequency at Chinatown and downtown Victoria.

Many Chinatowns stores have had very bad experiences of theft, homeless and drugs problems, with no proper resolutions; nobody wants to see the situation getting worse.

Regards,
Figgard Market

From: [Jacob Gibbard](#)
To: [Ryan Morhart](#)
Subject: Pinhalla Pinball Liquor License - Comment
Date: June 29, 2024 8:14:23 PM

Hi!

My name is Jacob. I live in Dragon Alley 532 Fisgard Street, in one of the townhouse units.

I don't oppose the liquor license, but I do oppose the operating times. Fisgard street is typically a very quiet street at night, especially in the chinatown area. There are many residences here, including dragon alley and the low rise apartments across the street from pinhalla.

All of these residences are under 4 floors in height, very susceptible to on-street noise. I know in my experience, when there are crowds on fisgard it can get quite loud in my apartment. For example, If someone has their car stereo turned up in the robbins chinatown parking lot, we can hear it from inside our place.

Given the Pinhalla's tendency to leave their front door open, along with their big front garage door up, lots of sound like will likely emanate from this location. I don't believe this quiet street needs a business like this with such late hours, 1am on weekdays is particularly late, 2am on weekends as well. I believe 11pm would be a more reasonable hours cap for this location.

I sincerely worry this will impact my sleep, and the sleep of other residents in the area. Our apartment gets hot in the summer, our windows have to be open at night, if it's noisy we wont be able to keep the sound out.

I appreciate your consideration, and I wish all the best to the owners of pinhalla.

From: [Jordan Richards](#)
To: [Ryan Morhart](#)
Subject: Pin halla notice of application - disagree
Date: July 2, 2024 8:12:12 PM

Hi.

I'm Jordan, owner of Free Form Barber Studio at 11-532 1/2 figgard street (dragon alley)

I absolutely do not agree with a primary liquor license for this business with business being open until 1-2 am on weekends or any day of the week. This place is very disruptive as is.

I am live in resident/ business owner of the alley full time and understand that living downtown is not quiet as is but having pin halla right outside my window open until that time is going to disrupt myself and all other residents living on figgard.

Please note, everyone already hangs out in the robins parking lot screaming drunk until about that time already (their security does nothing about it) and giving them this license is only going to make matters worse for quite China town as it is now.

China town is a historical place unlike any other in Canada. Please consider this request to deny their proposal.

Yours,

Jordan Richards, Owner/ Operator @Freeformbarberstudio

Hi there! Sorry I realize I'm a day late, but for some reason had thought the deadline was later in August.

I live across the street from Pinhalla in the Union building on Fisgard.

Currently they are open until 10pm and 11pm Fri and Sat. With the noise level of loud people, loud music and loud microphone when playing some trivia games, that's late enough. And if this is the loudness with no alcohol being served, I can only imagine how loud it will be with people drinking!

When the Union was built in 2014 and we bought our condo, it was quiet street as most businesses closed at 6pm with a couple restaurants being open later, but no noise whatsoever.

Right now during the warm weather I like to come home from work and sit on my balcony, but with the noise from Pinhalla I only last so long out there and to watch tv in peace I have to close my balcony door and windows. For them to stay open until 1am six nights a week and then 2am on Sat is not going to sit well with residents of the Union! Some of us have to get up for work in the morning! And we are awoken already early with street/sidewalk cleaning trucks, garbage trucks etc!

So the increased noise due to people drinking alcohol and open until the wee hours of the morning, I really hope this application isn't approved with their requests. I'm fine with them having their liquor licence but not staying open that late.

Thank you
Lori Wheeler
#208-517 Fisgard St
Victoria BC V8W 0C5

From: [Mary Dupuis](#)
To: [Ryan Morhart](#)
Cc: [Mary](#)
Subject: Re: liquor license for 516 Fisgard
Date: July 5, 2024 2:49:20 PM

Re: Application for a liquor primary license for 516 Fisgard

I am strongly opposed to this application by Pinhalla Pinball Pizzeria for extended hours of operation.

The neighbourhood surrounding the business is increasingly residential and the Pinhalla Pinball Pizzeria customers are already very noisy (and often appear quite drunk) late at night - especially given that the structure of the business allows doors to be wide open to the street.

In contrast, I have not experienced any noise disruptions from Swan's customers, which is even closer to my apartment.

Furthermore, I am very puzzled how this Pinball Pizzeria business reflects the city's supposed recognition that Victoria's Chinatown is a site of national and architectural importance.

Mary Dupuis
801-1628 Store Street
Victoria, BC, V8W 0H1

From: [Rick Henderson](#)
To: [Ryan Morhart](#)
Subject: Re: Public notification Response - Pinhalla
Date: July 23, 2024 8:45:11 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image002.png](#)

Good Morning Ryan,

Further to the application for a liquor license, I am opposed.

We are encouraging more residents to live in the city core and developers have been making a good attempt to entice owners to live here.

This establishment presently operates with doors wide open and already affects residents across and up and down the street. A liquor licence will only become louder. The 2 am home crowd on Friday and Saturday nights is already out of control and the city does not have the resources to deal with that.

It will also discourage buyers. I would not have purchased my unit if there were a bar in that location.

Do we need more bars in our neighbourhood? In my opinion, absolutely not!

Kind Regards,

Rick Henderson

605, 1628 Store St.

On Thu, Jul 4, 2024, 2:50 p.m. Ryan Morhart <RMorhart@victoria.ca> wrote:

Good afternoon,

Thank you for the questions. Pinhalla is not currently licenced and the space is currently appropriate for the 110-person occupant load proposed by the application. Lastly, the licence application does not include licenced outdoor patio space.

Hope this answers your question.

Thanks,

Ryan

Ryan Morhart (he/him)

Manager, Permits and Inspections

Sustainable Planning and Community Development

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0241



The City of Victoria is located on the homelands of the Songhees Nation and the Xwsepsum Nation.

From: Rick Henderson

Sent: Thursday, July 4, 2024 1:33 PM

To: Ryan Morhart <RMorhart@victoria.ca>

Subject: Public notification Response - Pinhalla

Good afternoon,

We have received the notice regarding the application for a Liquor Primary Licence for Pinhalla on Fisgard.

Can you please advise what the present license includes as well as present occupant load? As well does this include outdoor patio space?

Thank you,

Rick Henderson

605-1628 Store Street

From: [Sheila Bazett](#)
To: [Ryan Morhart](#)
Subject: Public Notification Response- Pinhalla
Date: July 16, 2024 7:43:29 PM

Hello,

I am replying to this notice I received to my home address:
36-532 Herald Street Victoria V8W 1S6.

Basically I am just behind that building with a carpark in between.

I would sincerely but absolutely wish to OPPOSE this liquor license and late hours, especially on weekdays and Sundays.

This is not needed!!

There are pubs all very close by, The Swan, Herald St brewery, Phillips Brewery, Darcy's pub.

Alot of us are working in this increasingly residential area, and don't need obnoxious and loud people coming out into this area, at these requested late hours.

The noise, with added alcohol on top, in these late hours, and a certain type of late clientele to this place, is unfair to these residents.

Many thanks,
Sheila Bazett RN.

From: Dahinten, Susan
Sent: July 29, 2024 7:36 PM
To: Ryan Morhart
Subject: Public notification response - PINHALLA

Absolutely not! The Pinhalla should not have a liquor license and should not be allowed to be open any later than 10:00 or 10:30pm on any night. They have **already** become a **significant noise problem**. A big problem is that they keep the two large doors at the front of the building open while they BLAST their music. (I suspect this building used to be a garage, hence the large doorways.) The music is louder than anything else I have heard on the streets of downtown Victoria. (I never hear this kind of noise from Swans pub when I walk by. Swans is a good neighbor and keeps their music at a reasonable volume AND keeps their doors/windows shut.) Because of the current noise level from Pinhalla's, I am forced to keep my windows shut which is an unfair imposition.

Another problem is the congregation of **loud, profane, inebriated customers** – they congregate along Fisgard Street in front of the Pinhalla, and I have never yet seen any staff encourage them to either move inside or move along.

Finally, I find it hypocritical and in bad judgment that a city council that supposedly cares about the tourist attraction and historical significance of Chinatown would have provided any business license to a pinball arcade on such a beautiful and important street (never mind destroying the residents' quality of life).

Thus, I strongly object to the proposal!
Thank you,

V. Susan Dahinten, PhD, MSN, MBA
203 - 517 Fisgard St
Victoria, BC V8W 0C5

From: [Danny Thon](#)
To: [Ryan Morhart](#)
Subject: Pinballs Liquor Licence Application
Date: July 4, 2024 3:05:32 PM

Hi there,

I was recently invited to share my thoughts due to the proximity of my house to Pinhalla. I just wanted to quickly say that I absolutely support them expanding into a liquor primary business and I've loved the business since it opened. The staff is very friendly and it makes a fantastic welcome addition to our block.

Thanks,
Daniel Thon
V8W 0H1
Sent from my iPhone

From: [Leigh Phillips](#)
To: [Ryan Morhart](#)
Subject: Public Notification Response - Pinhalla
Date: July 3, 2024 4:52:07 PM

Hi there,

I've just received a letter from the city notifying me of an application for a liquor primary licence by the Pinhalla pizza parlour and pinball hall. I live in The Union building immediately across the road from the venue, 303-528 Pandora Avenue, V8W 0C6 (The Union has two connected buildings, one on Fisgard and the other on Pandora).

I just wanted to say that I fully support the application by Pinhalla for their occupant load and opening hours.

They have been a fantastic addition to the neighbourhood, making the area even more convivial. Note that I have zero connection to the owners or staff and no one has asked me to email on their behalf. I just think it's a really great place, and exactly the sort of reason why people living downtown choose to live here.

Best regards,
Leigh Phillips