



GREENTRAILS NEIGHBOR, RE: LOOKOUT TAVERN SOUND ISSUES

I am Kevin Stout, the owner of Lookout Tavern, and I want to express my heartfelt gratitude to those who have been loyal customers throughout the years. Your support means the world to us.

I also want to take this opportunity to address a matter that has been a source of concern for some of our neighbors—the sound and music during the weekends. I want to sincerely apologize for our mishandling of these concerns and complaints. We initially believed that addressing each issue as it arose would be sufficient, but we were mistaken.

I acknowledge that this approach did not adequately resolve the overall problem, and for that, I am truly sorry. We were wrong, period. I understand the headaches and inconveniences our oversight has caused residents, and I want to assure you that we are taking decisive actions to rectify the situation.

Over the past month, we have implemented changes to address the noise concerns, and we are committed to making further improvements. We recognize the impact our establishment has on the community, and we are actively working to ensure a more enjoyable and peaceful environment for everyone.

Your feedback is invaluable, and we are grateful for your patience as we strive to make Lookout Tavern a place that enhances the community rather than disrupts it. We will continue to listen and make the necessary adjustments to meet the expectations of our neighbors.

Please continue reading this letter to learn about the changes already made, and more that are just now being put into place.

Sincerely,

Kevin Stout
Owner, Lookout Tavern
602-909-3136
kevin@lookoutaz.com

RAPID NOISE RESPONSE CONTACTS:

First and foremost, before I discuss the significant changes we are making, I want to make everyone aware of a new way that will help us all be better at addressing your concerns the second they arise. I am calling it RAPID RESPONSE. We have a text number and email address that I **STRONGLY ENCOURAGE** you to use the moment a sound issue arises.

This text number goes **directly to myself, my General Manager, and the Manager on duty AT THE SAME TIME**. Same with this email address. Regardless of whether I am on-site, you will be able to notify us immediately if something is too loud. **This will allow me to resolve the issue IMMEDIATELY!**

LOOKOUT RAPID NOISE RESPONSE

TEXT: 623-562-0910

EMAIL: management@lookoutaz.com

Send a quick message, “Hey, I can hear the music really loud,” and I will resolve it in minutes. or “Hey I can hear too much thumping”

I may ask some questions to help us, this isn't to doubt you, but to help us figure out what is going on.

Online Form for Submitting more detailed reports that don't need RAPID response.
(Includes cross streets and more details about what you are hearing)

<https://lookoutaz.com/sound>

COMMUNICATION:

The first major step here is communication, and we're at fault for not doing this sooner. We wish to have a clear line of communication going forward so we can more accurately address your concerns. I do think, however, that you will be impressed with the changes, and I don't anticipate needing this RAPID response very often. Let's be real, though, there are times when things change without me knowing, and this communication will help me nip it in the bud as fast as possible.

SOUND MITIGATION PROGRESS & ACTION PLAN:

First, I hope that many of you have already seen a significant reduction in the weekend sound. We have been operating with many of these items in place and have done a significant amount of work and research to keep the noise to an absolute minimum. Over the last few weeks I have been able to walk in front of the building during nightlife and I could barely hear any audio at all. It's quite impressive.

Here is what we've been working on.

SOUND-BLOCKING BLANKETS INSTALLED DURING NIGHTLIFE

\$10k in Sound-Blocking construction blankets have been purchased that are now being installed on all outside patio openings by 9pm on nights we have a DJ. The material is 2" thick and has been tested to reduce sound by 35 dB. We used them for the first time the weekend of Jan 5th to great success. (We are also installing them on the front entry soon)

CLOSING DOORS

ALL doors, windows, and garage doors will be closed prior to music at 9pm. This includes keeping the front doors closed and having security personnel open and close the doors quickly for customers.

MUTING PATIO SPEAKERS

Both the South and East patio speakers will be muted COMPLETELY prior music at 9pm

CHANGES TO THE AUDIO SYSTEM

Inside, many of the problem subwoofers have either been removed or reduced in volume. The overall volume from the DJ has been electronically attenuated and limited. DJs are restricted in microphone usage

Sound Blankets cover all patio openings during nightlife. Blankets are installed by security before music starts and come down at the end of the night. They are free-flowing to allow egress.



GOING FORWARD:

I would like to express my sincere apologies for our previous shortcomings in addressing the sound issue. I am fully dedicated to resolving it and being a valued member of the Moon Valley community. Both my wife and I take pride in being Phoenix natives, with me being second generation, having grown up in this very area, and currently residing just north of it. Our deep connection to this community motivated us to establish our concept here, driven by our love for the area and a genuine desire to witness its success.

We have invested significant resources, both financially and in terms of time, not only in improving our building but also in enhancing the overall environment. Collaborating with the Phoenix Police Department, we have actively participated in efforts to address challenges posed by homeless individuals and vagrants, contributing to the safety and aesthetics of the surroundings. While acknowledging that we have not been flawless, I am genuinely committed to making our establishment a place that the local community cherishes and actively participates in.

I see this as an opportunity for a renewed focus on our community and a shared commitment to its betterment. Our dedication extends both to the improvement of our business and the enhancement of the community as a whole.

BOARD OF APPEALS:

We would like to bring to your attention that our upcoming Board of Appeals hearing regarding the allowance of patron dancing is scheduled for February 1st. Your support is crucial to us, and we welcome any feedback or concerns you may have prior to this. It's worth noting that the sound was **the** limiting factor in obtaining the permit before. In our proposal to the board, we are requesting the permit with the condition that if noise levels exceed neighborhood standards again, we will willingly undergo a remedy period or accept dance permit revocation. Rest assured; our intention is not to obtain the permit and revert to previous non-compliance.



Thank you,
Kevin Stout
Owner, Lookout Tavern
602-909-3136
kevin@lookoutaz.com

Sound Blankets cover all patio openings

Sound Blankets will
enclose the front
entry also during
nightlife.

Sound Blankets cover all patio openings

