



THE CITY OF NEW YORK
MANHATTAN COMMUNITY BOARD 3
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Gigi Li, Board Chair

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Best Practices

Security

1. There should be a minimum of one licensed and trained security guard in any premise with a certificate of occupancy over 75 people. For clubs, there should be one security guard per every 75 people.
2. Establishments must call 911 to report criminal activity and may call 911 or otherwise notify police for assistance.
3. It is recommended that security guards be distinctly attired.
4. The use of identification scanners by security at the door is highly recommended.
5. A list of special events should be given to the precinct.

Crowd Control

1. Security should ensure that patrons exit and disperse quietly and in an orderly manner.
2. Patrons awaiting admission should be in a line against the building, not blocking the sidewalk or residential entrance.
3. Controlling all noisy and/or obstructive patron activity on the sidewalk, including smokers, is the responsibility of the establishment.
4. Occupancy checks should be conducted periodically throughout busy periods.

Noise Control

1. Noise from inside an establishment should not be plainly audible in any residence or adjacent business. If music louder than conversational level is planned, test the soundproofing BEFORE signing the lease.
2. Noise from backyard (or outside) spaces and open windows and facades needs to be controlled. Backyard and sidewalk café hours as stipulated should be strictly observed.
3. Windows and open facades should be closed at 10:00 p.m.

Neighborhood Relations

1. CB 3 stipulations should be available on the premises upon request
2. Owner and staff should be open, available, sensitive and responsive.
 - a. Owner or manager should regularly attend monthly police precinct community council meetings
 - b. New operators should reach out to nearby Block Associations and concerned residents. The Community Board can provide contact information.
 - c. Consider holding a "meet your neighbor" event in your business.
3. Create a policy and procedure for responding to neighborhood complaints and be sure that every employee knows how to refer or respond to complaints.
4. All complaints should be responded to immediately and professionally.