

Cavendish Banqueting suite: Summary of Noise complaints received between 2013 – to date

Date Complaint Received	Enquiry Type	Findings	Outcome
21/01/2017	<p>Noise Complaint Not Ongoing (3 day Resp)</p> <p>Complaint - for a few months / randomly on Saturdays night there is loud music</p> <p>20/01/2017 @ 01.15 hours</p> <p>The boom boom music is so strong noise can be felt in eardrum.</p> <p>Usually starts from midnight to around 04.00 hours, parked cars all along the street in front of the building.</p> <p>When the party ends at around 04.00 hours, there will be noise from the car leaving as well.</p>	<p>Contact with Perpetrator on 29/09/17.</p> <p>No further complaints for more than one month, intend to close the case.</p> <p>Contact with perpetrator on 29/08/17</p> <p>Perpetrator informed officer noise limiter fitted and said that he takes noise complaints very seriously. Perpetrator told officer that he was contacted by someone from the building called him on a day when hall was shut (no events) and said that there is loud music/ noise coming from hall. Perpetrator explained that the premises is closed and there was no event in the hall, and suggested that the noise could be from car park or any other neighbours from block. Perpetrator said that the Block where complainant lives, is fabricated and does not have good sound insulation and most of it is empty.</p> <p>Letter/Email to Perpetrator on 29/08/17</p> <p>Letter/Email to Perpetrator on 25/08/17</p> <p>Contact with Perpetrator on 25/08/17</p> <p>Officer explained Council had received complaint about loud music. Perpetrator confirmed that</p>	<p>There has not been further complaints for more than one month, case closed on 29/09/17 .</p>

		<p>he has noise limiter and there was no DJ on Sunday. Officer sent perpetrator the date and time of the complaint.</p> <p>Letter/Email to Perpetrator on 22/08/17</p> <p>Letter/Email to Comp on 22/08/17</p>	
12/01/2017	<p>Noise Complaint Not Ongoing (3 day Resp)</p> <p>In the morning and all you can hear is loud bass noises and vibrations coming from the building, which is disturbing our sleep.</p> <p>12/02/17 @ 01.41 hours</p> <p>Complaint about loud music emanating from the Cavendish Banqueting</p> <p>Loud vibrating music from @ 23.00 hours with compare shouting which is still ongoing.</p> <p>They advertised an event last night which officer paid a visit.</p>	<p>Site Visit on 12/02/17 with complainant, noise was audible but not Statutory Nuisance.</p> <p>Site Visit on 12/02/17 with perpetrator Officer identified there was no noise limiter at the premises. Officer requested that the level of the noise was reduced and this was done.</p> <p>Perpetrator came out after about 20 minutes and we advised that the noise limiter was a condition on his licence. Perpetrator disputed this and said it was not a requirement and he was in discussions with officer. Left premises @ 03.45 hours</p> <p>Site Visit on 16/02/17 Unannounced Officer visit While onsite officers had a look around and officer couldn't see a limiter anywhere.</p> <p>Letter/Email to Perpetrator on 24/02/17</p> <p>Letter/Email to Complainant sent 06/03/17</p> <p>Site Visit on 03/03/17 with perpetrator. There was now a noise limiter on the wall which wasn't there last time.</p>	<p>Outcome advice given to perp case closed 6th March 2017</p>

	<p>Noise is louder than yesterday on 12/02/17</p>	<p>Perpetrator advised has agreed a Noise level with Council.</p> <p>Officer asked perpetrator to put the music on and Noise officer and Licensing officer took a walk around the premises and to the complaints house.</p> <p>With the music on the officer could just hear the slightest amount of base in the street from time to time but this was nowhere near a level that would be classed as a statutory nuisance.</p> <p>Went back into the premise, officer advised Perpetrator that the noise level is acceptable for now however should the Council receive further complaints then an evening visit would need to be arranged so Officers can go into the complainants house and set the level.</p>	
17/10/2016	<p>New Complaint Received (CIEH Stats)</p> <p>Premises at 02.28 hours in the morning, loud bass noises and vibrations coming from the building, which is disturbing our sleep. Isn't the licence until 1.00am for music, why is this going on?</p>	<p>Contact details of complainant taken down wrongly or incorrectly supplied.</p>	<p>Unable to contact complainant for more details, closing case No Further Action.</p> <p>Case closed 25/10/2016.</p>
09/02/2015	<p>Noise Complaint Not Ongoing (3 day Resp)</p>	<p>Contact with perpetrator Spoke with the perpetrator as he wanted to know about the complaint. Officer advised that it was of a bomp bomp sound and nothing</p>	<p>Advice given closed 17/3/2015</p>

	Complaint of a bomp bomp sound	more. Officer advised he would go back to the complainant and get some more details. Perpetrator advised it was not the music and thought could it be from the door opening and closing.	
09/02/2015	<p>Noise Complaint Not Ongoing (3 day Resp)</p> <p>Complaint of a bomp bomp sound.</p> <p>09/02/2015 @02.57 hours</p> <p>Complaint of loud amplified music and noise from patrons including screaming, shouting and fighting until @02.30 hours this morning. Police were called.</p>	<p>Contact with Complainant/Enquirer on 13/02/15</p> <p>Contact with Complainant/Enquirer on 12/02/15 advising to call Out of Hours Service.</p> <p>Contact with Perpetrator on 10/02/15</p> <p>Contact from complainant on 09/02/15</p>	No contact details on email and the contact number on case is incorrect. Unable to contact comp for more details, closing case NFA
28/11/14 and 02/12/14	<p>Date Received: 28/11/14 Noise Complaint Not Ongoing</p> <p>New Complaint 02/12/14</p> <p>Loud music from the premises</p> <p>Music did not stop until @5.00 hours</p> <p>Complaint loud amplified music</p>	<p>Communication with Perpetrator/Subject 02/12/14 Letter sent to perpetrator</p> <p>Communication with Customer 02/12/14</p> <p>Called complainant and left a voicemail message asking them to contact me back</p> <p>*Please note some of the date entries in the timeline appear to have been entered incorrectly as the Abatement Notice appears to have been served prior to the complaint investigation</p>	Noise abatement notice for loud music served on 3/1/2014

	and noise from patrons including screaming, shouting and fighting until 02:30am this morning. Comp has to call the police.	starting which could be an error in date when entered into notice tab on Uniform. We have provided the dates as held in the case management system.	
07/12/2012	<p>Noise Complaint Not Ongoing (3 day Resp)</p> <p>Loud noise from this premises for the last year.</p> <p>Getting worse. e.g. of last week alone:</p> <p>29/11/12 - very loud noise, sort of music, all evening to @23.30 hours</p> <p>30/11/12 - same noise until @12.45 hours</p>	<p>Contact from complainant</p> <p>Complainant said they had rung the Council's Out of Hours Service before but not got through. Officer explained that officers do not answer the phone if they are driving and if messages are received they are normally quick to respond.</p> <p>Complainant acknowledged their call went to voicemail and next time if this happened they would leave a voicemail. Officer gave complainant full details of times of OOH service and complainant advised they would call should there be any further disturbance.</p>	Rang complainant and advised Council has written to perpetrator.