



Zoe Sinclair &lt;zoe@ambiente-tapas.co.uk&gt;

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**Re: Noise Complaint**

1 message

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**Zoe Plummer** <zoe@ambiente-tapas.co.uk>  
To: Ray Price <ruggedworld@me.com>

6 December 2019 at 10:53

Morning Ray

For clarification our Premises Licence states the following and makes no reference to access to the courtyard or disposal of general waste:

'Bottles should not be disposed of into the outside waste bins at night and will only be disposed of between 10:00 and 21:00'

I hope that you agree that we have adhered to this. We have also, until recently, applied a similar time frame to general waste and restricted entry to the court yard to the hours of 10:00 and 22:00 wherever possible. With the onset of the festive season this has proved impossible but I accept that the isolated incident in the early hours of 5th is unacceptable and steps have been taken to prevent it from happening again. However for the record all our staff had clocked out and left the premises by 00:00 so we are all puzzled by the reference to noise around 01:00.

Please rest assured that we will continue to comply with the Premises Licence in regard to disposal of bottles and we will endeavour to try and restrict disposal to before 22:00 as a standard but during busy periods this may extend to, but not exceed, 23:00.

I apologise again for the inconvenience caused in the early hours of 5th and hope that you have no further cause for complaint.

Zoe Plummer  
Ambiente Tapas Limited

Green Lane Trading Estate  
Clifton Moor  
York  
YO30 5PY

Restaurants at:

14 Goodramgate	York	YO1 7LQ	01904 689784
31 Fossgate	York	YO1 9TA	01904 638252
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On Thu, 5 Dec 2019 at 08:06, Ray Price <[ruggedworld@me.com](mailto:ruggedworld@me.com)> wrote:

Dear Zoe,

At one o'clock this morning my wife and I were woken by noise from the rear yard of your premise.

The noise was generated by your staff disposing of rubbish into wheelie bins and then wheeling the bin from the yard into the building. I consider being disturbed in this way and at this time both unacceptable and antisocial behaviour on the part of your business.

I have previously raised with you the issue of noise generated in the rear yard by the disposal of rubbish and activities relating to your business late at night. Despite this such activities continue every night after 22:00 and at varying times often up to midnight. This morning might have been an extreme example but disturbances after 23:00 are still far too frequent. These are not the actions of a good neighbour or a business that recognises its social responsibilities; they are having a detrimental effect on our wellbeing.

Your Premises Licence and existing planning controls both have conditions designed to regulate noise and protect residential amenity and not just serve your own self interests with impunity. Given this, will you now please address permanently these long and on-going issues of unacceptable antisocial resulting from your business activities.

I have made the Licensing Officer aware of this complaint.

Kind regards,

Ray Price.