

Jonathan Smith

**From:** Mike <[redacted]@southrome@york.gov.uk>  
**Sent:** 30 October 2023 15:42  
**To:** Jonathan Smith  
**Subject:** RE: Gray's Court Hotel

Dear Mr Smith,

We have no records of any complaints of any description being made about Gray's Court Hotel since September 2022.

Kind regards,

**Mike** | Environmental Protection Manager  
 City of York Council | Public Protection

**From:** Jonathan Smith <J.Smith@popall.co.uk>  
**Sent:** 30 October 2023 15:32  
**To:** [redacted], Mike <[redacted]@york.gov.uk>  
**Cc:** Jonathan Smith <J.Smith@popall.co.uk>  
**Subject:** Re: Gray's Court Hotel

Apologies Mike the dates I reference as September 2023 should in fact be September 2022.

Could you reply but with that modified date.

Many thanks.

Sent from Outlook for iOS

Jonathan Smith | Partner

**Poppleston Allen**

E: J.Smith@popall.co.uk | T: 0115 9487 404 | M: 07768 845 695 | W: [www.popall.co.uk](http://www.popall.co.uk)

Nottingham Office: 37 Stoney Street, The Lace Market, Nottingham, NG1 1LS

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**From:** [redacted], Mike <[redacted]@southrome@york.gov.uk>  
**Sent:** Monday, October 30, 2023 1:54:42 PM  
**To:** Jonathan Smith <J.Smith@popall.co.uk>  
**Subject:** Gray's Court Hotel

Dear Mr Smith,

We have no records of any complaints of any description being made about Gray's Court Hotel since September 2023.

Kind regards,

**Environmental Protection Manager**  
**City of York Council | Public Protection**

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## Jonathan Smith

---

**From:** Jonathan Smith  
**Sent:** 27 October 2023 13:09  
**To:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
**Cc:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
**Subject:** RE: RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH - PCX:000029000000664

Apologies Mike I set out below an amended request with just the last sentence changed.

We would be grateful if you could provide us with, as a Freedom of Information Request, details of any complaints that have been made in respect of public nuisance since the response to our last FOI on 27<sup>th</sup> September 2023 (whether that be noise, smells, lighting etc) by businesses or local residents in respect of the Grays Court Hotel, Grays Court, Chapter House Street, York, YO1 7JH. We would also be grateful if, when you reply, you could confirm from how many different addresses these complaints have come from. We are not asking for the addresses themselves but, rather, simply the number of different addresses these complaints have come from since 27<sup>th</sup> September 2023. Could we also receive confirmation if any further complaints have been received if they have come from the same household(s) who complained on 22/8/18, 24/8/2020, 17/1/22 and 29/4/22 please?

**From:** Jonathan Smith  
**Sent:** Friday, October 27, 2023 1:01 PM  
**To:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
**Cc:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
**Subject:** RE: RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH - PCX:000029000000664

Mike

You kindly provided us with the attached in responses to a freedom of information request we made on 5<sup>th</sup> September 2023.

We would be grateful if you could provide us with, as a Freedom of Information Request, details of any complaints that have been made in respect of public nuisance since the response to our last FOI on 27<sup>th</sup> September 2023 (whether that be noise, smells, lighting etc) by businesses or local residents in respect of the Grays Court Hotel, Grays Court, Chapter House Street, York, YO1 7JH. We would also be grateful if, when you reply, you could confirm from how many different addresses these complaints have come from. We are not asking for the addresses themselves but, rather, simply the number of different addresses these complaints have come from since 27<sup>th</sup> September 2023. Could we also receive confirmation if any further complaints have been received if they have come from the same household(s) who complained in the previous 4 years details of which you sent to us on 27<sup>th</sup> September 2022.

Many thanks

**From:** [j.smith@popall.co.uk](mailto:j.smith@popall.co.uk) <[j.smith@popall.co.uk](mailto:j.smith@popall.co.uk)>  
**Sent:** Friday, March 17, 2023 10:13 AM  
**To:** [Michael.Southcombe@york.gov.uk](mailto:Michael.Southcombe@york.gov.uk)  
**Cc:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)

**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH - PCX:000029000000664

Thanks Mike

**From:** [REDACTED], Mike <[michael.southcombe@york.gov.uk](mailto:michael.southcombe@york.gov.uk)>  
**Sent:** Friday, March 17, 2023 10:08 AM  
**To:** Jonathan Smith <[J.Smith@popall.co.uk](mailto:J.Smith@popall.co.uk)>  
**Cc:** Information Governance - CYC <[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)>  
**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

Dear Mr Smith,

I can confirm that all these complaints are for the same complainant.

Regards,

Mike Southcombe | Public Protection Manager  
City of York Council | Public Protection

**From:** Information Governance - CYC <[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)>  
**Sent:** 15 March 2023 15:16  
**To:** Jonathan Smith <[J.Smith@popall.co.uk](mailto:J.Smith@popall.co.uk)>  
**Cc:** Southcombe, Mike <[michael.southcombe@york.gov.uk](mailto:michael.southcombe@york.gov.uk)>  
**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

Dear Mr Smith,

Please see attached our response to your further request which was sent on 04.10.2022 at 14:01.

Kind regards,  
James

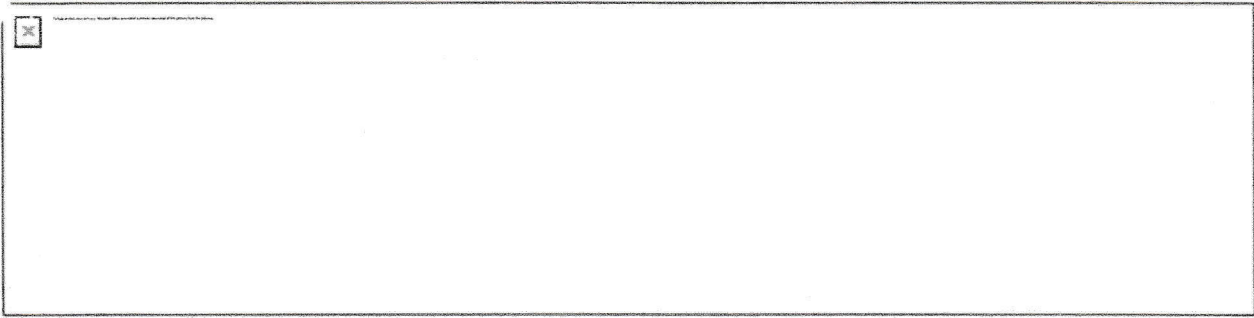
Please send all correspondence to the team email, [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk) and not to my personal one.

Regards

James Bailey | Information Governance Advisor  
t: 01904 54145 | e: [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)

**City of York Council | Corporate Governance Team**  
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**From:** Jonathan Smith <[J.Smith@popall.co.uk](mailto:J.Smith@popall.co.uk)>  
**Sent:** 15 March 2023 13:54  
**To:** Information Governance - CYC <[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)>  
**Cc:** [REDACTED] Mike <[\[REDACTED\]@york.gov.uk](mailto:[REDACTED]@york.gov.uk)>  
**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

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Dear Sir / Madam,

I refer to my email below, and should be grateful for a response as soon as possible.

Yours sincerely

**Jonathan**

Jonathan Smith | Partner

**Poppleston Allen**

E:[J.Smith@popall.co.uk](mailto:J.Smith@popall.co.uk) | T:0115 9487 404 | M:07768 845 695 | W:[www.popall.co.uk](http://www.popall.co.uk)

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**From:** Jonathan Smith  
**Sent:** 28 September 2022 17:09  
**To:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
**Cc:** [micah@information.governance@york.gov.uk](mailto:micah@information.governance@york.gov.uk)  
**Subject:** Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

Dear Mike,

Many thanks for your response to my Freedom of Information Request.



**From:** Jonathan Smith  
**Sent:** 28 September 2022 17:09  
**To:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
**Cc:** [Michael.Scott@york.gov.uk](mailto:Michael.Scott@york.gov.uk)  
**Subject:** Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

Dear Mike,

Many thanks for your response to my Freedom of Information Request.

Are you able to confirm if the three complaints on 22<sup>nd</sup> August 2018, 24<sup>th</sup> August 2020 and 17<sup>th</sup> January 2022 are all from the same individual, and if that same individual is one of the two complainants on 29<sup>th</sup> April 2022?

If I do need to complete a further questionnaire for a further FOI, could you please let me know as soon as possible and I will do so.

Yours sincerely

**Jonathan**

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## Jonathan Smith

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**From:** j.smith@popall.co.uk  
**Sent:** 17 March 2023 10:13  
**To:** [Jonathan.Smith@york.gov.uk](mailto:Jonathan.Smith@york.gov.uk)  
**Cc:** [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH - PCX:000029000000664  
**Attachments:** image001.png

Thanks Mike

**From:** Mike <[Jonathan.Smith@york.gov.uk](mailto:Jonathan.Smith@york.gov.uk)>  
**Sent:** Friday, March 17, 2023 10:08 AM  
**To:** Jonathan Smith <[J.Smith@popall.co.uk](mailto:J.Smith@popall.co.uk)>  
**Cc:** Information Governance - CYC <[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)>  
**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

Dear Mr Smith,

I can confirm that all these complaints are for the same complainant.

Regards,

Mike [Jonathan.Smith@york.gov.uk](mailto:Jonathan.Smith@york.gov.uk) | Public Protection Manager  
City of York Council | Public Protection

**From:** Information Governance - CYC <[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)>  
**Sent:** 15 March 2023 15:16  
**To:** Jonathan Smith <[J.Smith@popall.co.uk](mailto:J.Smith@popall.co.uk)>  
**Cc:** [Jonathan.Smith@york.gov.uk](mailto:Jonathan.Smith@york.gov.uk), Mike <[Jonathan.Smith@york.gov.uk](mailto:Jonathan.Smith@york.gov.uk)>  
**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

Dear Mr Smith,

Please see attached our response to your further request which was sent on 04.10.2022 at 14:01.

Kind regards,  
James

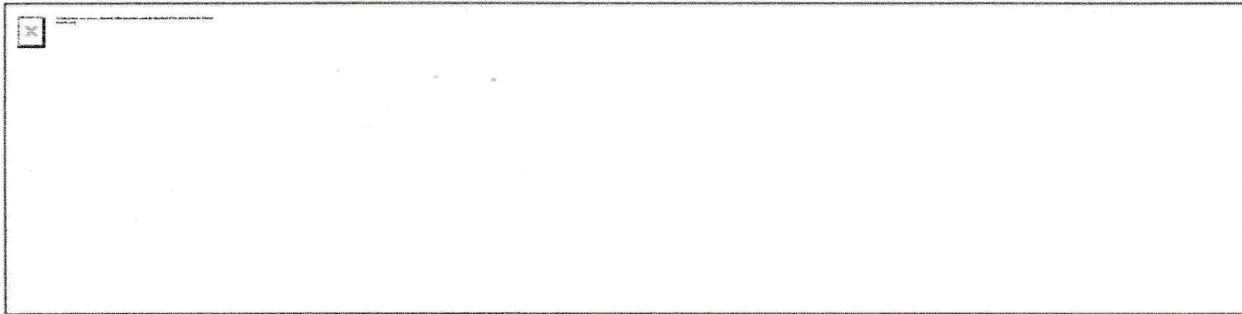
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Regards

James [Jonathan.Smith@york.gov.uk](mailto:Jonathan.Smith@york.gov.uk) | Information Governance Advisor.  
01904 434775 | e: [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)

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**From:** Jonathan Smith <[J.Smith@popall.co.uk](mailto:J.Smith@popall.co.uk)>  
**Sent:** 15 March 2023 13:54  
**To:** Information Governance - CYC <[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)>  
**Cc:** Mike <[mike@york.gov.uk](mailto:mike@york.gov.uk)>  
**Subject:** RE: Reference CGT11831-Grays Court Hotel, Gray's Court, Chapter House Street, York, YO1 7JH -

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Dear Sir / Madam,

I refer to my email below, and should be grateful for a response as soon as possible.

Yours sincerely

**Jonathan**

Jonathan Smith | Partner

**Poppleston Allen**

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Are you able to confirm if the three complaints on 22<sup>nd</sup> August 2018, 24<sup>th</sup> August 2020 and 17<sup>th</sup> January 2022 are all from the same individual, and if that same individual is one of the two complainants on 29<sup>th</sup> April 2022?

If I do need to complete a further questionnaire for a further FOI, could you please let me know as soon as possible and I will do so.

Yours sincerely

*Jonathan*

\*\*\*\*\*

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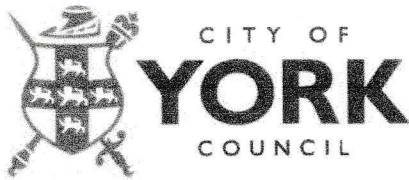
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York  
YO1 6GA

Jonathan Smith  
Popleston Allen Solicitors  
37 Stoney Street  
Nottingham  
NG1 1LS

Tel: 01904 551550

Email:  
[information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)

**Ask for:**

**Tel:** 554145

**Reference: CGT11831**

Date 27 September 2022

Dear Mr Smith,

**Request re Gray's Court Hotel, Grays Court, Chapter House Street,  
York, YO1 7JH**

Please see below the response to your enquiry under the Freedom of Information Act (FOIA) received by me on the above date, namely:

We would be grateful if you could provide us with, as a Freedom of Information Request, details of any complaints that have been made in respect of public nuisance over the last 4 years (whether that be noise, smells, lighting etc) by businesses or local residents in respect of the Grays Court Hotel, Grays Court, Chapter House Street, York, YO1 7JH. We would also be grateful if, when you reply, you could confirm from how many different addresses these complaints have come from. We are not asking for the addresses themselves but, rather, simply the number of different addresses these complaints have come from over the last 4 years. If 4 years is too long a period, then perhaps you can provide us with as long as you are able to do so within the costs restrictions that we know you need to operate within.

The following is a summary of relevant complaints over the last 4 years:

29.4.22 – two different addresses complaining about afternoon music outdoors at a wedding. No breach of licence or statutory nuisance.

17.1.22 - one address complaining about noise, smoking and light nuisance. No breaches or statutory nuisance confirmed.

24.8.20 - one address complaining about noise and light nuisance – the issue was resolved, therefore no breaches and not a statutory nuisance.

22.8.18 – one address complaining about noise from bottle collections waking them at 8.20 a.m.

In summary we received 4 complaints from 2 different addresses over a 4 year period. There have been no instances of any public or statutory nuisance confirmed as a result of any of these complaints.

I trust this is satisfactory, but if you are dissatisfied with our response you have the right to ask for an independent review of how your enquiry was handled and responded to. This can be done by contacting us at [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk) within 40 working days of receiving your response, stating your reason(s) why you are dissatisfied.

If you remain dissatisfied following the internal review response you can contact the Information Commissioner, contact details below:

Information Commissioner's Office  
Wycliffe House Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510, or

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk) (please include your telephone number)

Yours sincerely,

Mike  
Public Protection Manager,  
City of York Council