

Noise complaints against Grays Court to EPU, Licensing and public protection in last 2 years.

Summary:

9 complaint cases opened

3 advice about noise contact

No nuisance witnessed

Date of complaint	Flare reference	Nature of complaint	Justified	Action if required
22/08/2018	201912	Emptying bottles into bin at 08:20.	Not witnessed	Licence holder spoken to. Staff error 2 bottles placed in bin when member of staff realised it was outside permitted hours. Advice given. No further action.
21/05/2018	199950	Emptying bottles into skips beyond condition timing (20:00 – 09:00). Failure to provide complainant with telephone number	Not witnessed	Written Warning Staff reprimanded and re-trained by management. Telephone number given to complainant
06/10/2017	195821	General complaint about activities in general at venue with no specific dates other than a wedding on 17 August (included taxi noise, people shouting, loud amplified music)	Not witnessed	Non
09/09/2017	195142	Loud music all afternoon	Not witnessed	Advice offered to complainant on contacting us to witness noise.

04/ 9/2017	195181 Advice not complaint	Noise from events (especially one on 17 August)and advice on our service	Not able to witness	Non
27/ 8/2017	195142	Music played outside	Not witnessed	Warning letter sent and discussed complaint with owner
16/ 7/2017	194287	Live band from 9pm	Not witnessed	Email sent to owner advising her on licensing conditions
10/07/2017	194170	Noise from music from 9pm	Not witnessed	Non
16/09/2016	189076	Various noises from activities noise from shouting and people in courtyard and from slamming gates and emptying bottles and loud music when Bow Room door open.	Not witnessed	Contacted complainant offered noise recording equipment – complainant did not want this.
30/8/2016	188430	At 21:03hrs Noise from wedding from loud music and people shouting in the courtyard	Complainant did not want a visit so unable to visit and assess	Noise patrol visited Grays Court anyway to advise owner to be quieter at 10pm