

Full noise complaints details for Grays Court, Chapter House Street

Date of complaint	Flare reference	Nature of complaint	Whether Justified	Action if required
6/10/2017	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, complaint was received by email	None
4/ 9/2017	195181 Advice not complaint	Noise from events (especially one on 17 August)and our service	Not able to witness, as received by email.	None
27/ 8/2017	195142	Music played outside, 3 messages received during the daytime	Not witnessed	Warning letter sent and discussed complaint with owner
09/09/2017	195142	Loud music all afternoon, called at 17.41	Not witnessed	Advice offered to complainant on contacting us to witness noise.
16/ 7/2017	194287	Live band from 21.00, says keeping his daughter	Not witnessed as complainant requested us	Email sent to owner advising her on licensing

		awake	not to visit	conditions
10/07/2017	194170	Noise from music at 21.00, says cant get daughter to sleep	Not witnessed	None
16/09/2016	189076	Various noisy 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 as received by email	Contacted comp offered noise recording equipment – comp did not want this.
30/8/2016	188430	At 21:03hrs Noise from wedding from loud music and people shouting in the court yard	Comp 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
1/ 9/2015	181395	Loud music noise	Not witnessed as complainant did not want a visit from noise patrol.	Visited front of complainant's property at 21.55 only slight noise from music, not a nuisance.
13/ 4/2015	178311	Noise from customers late in the evening	Noise had been on Saturday	Comp was advised to call noise patrol

			night, did not call on the night	when such noise happening so we can assess. Discussed with owner who said a small party had been on but was finished by 11pm
9/ 8/2014	174029	Loud band at 20.00 and 20.45	Not a nuisance – no noise at all witnessed as music had stopped	Officers visited Grays Court at 21.00. Warning letter sent to owner
14/08/2014	174029	Message received at 19.48 regarding loud music saying his daughter need to go to bed at 21.00	No visit made	None
29/08/2014	174029	Noise at 16.00 and then later called at 22.25, loud music and an odour from chip van	Noise sufficient to be a Stat nuisance witnessed if occurred on a regular basis.	Officers visited property at 22.45 to assess noise/odour. At 22.52, witnessed noise that was considered sufficient to be a statutory nuisance if occurs on a regular basis. From a live band to rear

				of Gray's court – due to back door being left open. Advised owner of noise issues followed up with a warning letter. Offered comp recording equipment which he refused.
1/ 9/2012	161084	Music	Not a nuisance	Officers visited comp at 21.37 – volume and people noise decreased when we arrived.
25/ 5/2012	158568	Loud music, called at 21.35	Not a nuisance	Officers visited site, heard music and drums in courtyard but comp did not want a visit so unable to make a formal assessment
9/12/2011	155190	Loud music, called at 22.55	Not witnessed	Comp did not want a visit and owners denied any events on at their premises that day other than a funeral in afternoon.