

## Jonathan Smith

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**From:** Helen Heraty  
**Sent:** 13 November 2023 17:45  
**To:** Jonathan Smith  
**Subject:** FW: noise disturbance - FAO Gemma  
**Attachments:** - bedroom window.jpg

Hi Jonathan,

This was following a call from public protection in January following the complaint.

Best regards,  
Helen

-----Original Message-----

**From:** Helen Heraty  
**Sent:** 27 January 2022 10:48  
**To:** licensing@york.gov.uk  
**Cc:** Sarah Czarnecki  
**Subject:** FW: noise disturbance - FAO Gemma

Dear Gemma,

Thank you for letting me know about this latest complaint. I have attached a photograph from my phone which is of the bedroom in question, I do not usually take pictures of my neighbours house, but thought this time to have a record in case of an official complaint.

-----Original Message-----

**From:** Helen Heraty  
**Sent:** 28 December 2021 12:44

**Subject:** RE: noise disturbance

Dear [REDACTED]

Thank you for your email.

The hotel has actually been closed since 24th December, reopening yesterday, therefore no staff were present.

I did have my family visiting over the Christmas period, although I am surprised you were not informed of this by your partner [REDACTED]. On the night you refer to in your email my daughter [REDACTED] wished [REDACTED] a Merry Christmas after [REDACTED] shouted at us at 10:00 pm. At that point the window was fully opened, the curtains drawn, and the lights left on until the next morning.

Perhaps your young nieces, were kept awake in the room by your actions of leaving the window open and lights on.

Best regards

Helen

Helen Heraty

Proprietor  
Grays Court Hotel  
Chapter House Street  
York  
YO1 7JH

W: <https://link.edgepilot.com/s/01814ecc/xgVnlgLobkqqwJ-XVBOZPw?u=http://www.grayscourtyork.com/>  
T: 01904 612613

-----Original Message-----

From: [REDACTED]  
Sent: 27 December 2021 11:36  
To: Reception <[enquiries@grayscourtyork.com](mailto:enquiries@grayscourtyork.com)>  
Subject: [REDACTED] noise disturbance

Dear Helen

I am not sure that u are aware due to the fact that your living accommodation is away from the area of concern but over the last 4 nights we have had our young nieces staying over the festive period sleeping or trying to sleep in the bedroom adjacent to the office door way /bin store over several evenings past 11pm they have been disturbed by groups of individuals who I presume are staff team members and not hotel guests using the area to congregate after service has finished ie post 11.30 pm and indeed last night/ this morning at 4.40 am The congregation in turn activates the motion sensor on the spot light on the wall opposite the bedroom window causing noise and light nuisance .

W respectfully ask that u look into this and may consider your neighbours in asking team members to meet elsewhere in the garden area away from residential bedrooms of your neighbours Thank u in advance for your consideration in resolving this matter Regards [REDACTED]

Sent from my iPad

