



**Housing, Health & Economic
Development Services
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**Jade Pilling
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Date: 03.07.2018
Our Ref: 18/001310/EHCCNO
Ask for: Jackie Dickinson
Direct line: 01282 662007
Service Manager: Julie Whittaker

Dear Ms Pilling

**Re: Noise from the Lounge
Trade Waste at The Lounge**

**Environmental Protection Act 1990
The Food Safety and Hygiene (England) Regulations 2013**

I wrote to you on the 22 January 2018 regarding noise from your premises causing a nuisance to others living nearby. These complaints had been witnessed by the Councils night time noise service. Following these complaints and my correspondence (attached for your information), I believe that the situation improved for the complainant and that the level of the music was reduced. She informed me that the new manager, Adam Foster was in regular communication with her and that he was doing a good job to control the noise.

I am now in receipt of further complaints regarding music noise from your premises. An officer from the night time noise service visited to observe your premises on the 30th June 2018 and his statement says that at 10pm the veranda was being used to full capacity and patrons could be seen drinking while sat at the outside tables. He also states that the glass doors were fully open and that music could clearly be heard.

I have passed this information to the planning department as the hours of use for the veranda, by patrons is 20.00. The glass doors must also be closed after this time.

I strongly suggest that you check the volume of music, as you may be causing a statutory nuisance under the above Legislation. The Council will be monitoring the level of noise from your premises, which may be via the night time noise service, or with the use of noise monitoring equipment. Legal action may result, should we consider it to be a Statutory Nuisance under the above Legislation.

I have also received complaints that there is waste accumulating at the rear of your premises. I have attached a picture as example for your records. Whilst I appreciate that you have a lidded container for your waste, you must ensure that this is adequate and that refuse awaiting collection or removal from site is stored in secure, closable containers and must be protected against access by pests. There should be adequate storage capacity to accommodate the level of waste accumulated until collection and removal. Failure to do so may result in enforcement action by this department.



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If you wish to discuss this further, you can call me on 01282 662007

Yours Sincerely



Jackie Dickinson
Commercial Team Leader

ENVIRONMENTAL PROTECTION

Enc: Previous warning letter
Picture of overflowing waste



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