

SECTION A PAGES 1-40

(A1)

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED]	Complaint Type: Music
Received by: [REDACTED]	Worksheet printed: 25th August 2022
Date complaint received: 22nd July 2017	Allocated to: [REDACTED]
Time complaint received: 02:06	
How received: Answerphone	

<u>Name</u>	<u>Nature of Complaint</u>
Trading Name (If applicable)	Loud music. Happening all the time.
<u>Address</u>	2.30 called no answer. Unable to leave message.
Public House	Please call to discuss.
21 Western Road	
Hove	
BN3 1AE	
<u>Contact Details:</u>	
Contact Name :	

<u>Customer:</u>	
Name: [REDACTED]	
Address: [REDACTED]	
Hove	
<u>Customer Contact Details</u>	
Mobile Phone [REDACTED]	Access Time:
	Anon? :
	Support Legal Action? :

Service Request [REDACTED]	Public House
[REDACTED]	21 Western Road
	Hove
	BN3 1AE

Visit Info:	Vis Type: EH No visit	Vis Date: 28.07.2017	Vis Officer: [REDACTED]
Vis Comments:			
28/07/17 at 13:55 by [REDACTED]			
Phoned left message with number. No email			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

SERVICE REQUEST WORKSHEET

A2

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED]	Complaint Type: Music Worksheet printed: 25th August 2022 Allocated to: [REDACTED]
Received by: [REDACTED]	
Date complaint received: 3rd February 2018	
Time complaint received: 01:02	
How received: Answerphone	

Name [REDACTED]	Nature of Complaint Loud music from pub
Trading Name (If applicable) The Paris House	
Address Public House 21 Western Road Hove BN3 1AE	
Contact Details: Contact Name :	

Customer: Name: [REDACTED] Address: [REDACTED] [REDACTED] Hove [REDACTED]	
Customer Contact Details	Access Time:
Mobile Phone [REDACTED]	Anon? : Support Legal Action? :

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH No visit	Vis Date: 05.02.2018	Vis Officer: [REDACTED]
Vis Comments: 05/02/18 at 16:20 by [REDACTED] Phoned at 01.10 - left an answerphone message. 01.41 - phoned back, music had stopped - advised to phone on Saturday if a problem again and an officer			

A2

SERVICE REQUEST WORKSHEET

will be in touch next week. Refer also to Licensing Team.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 03.02.2018	Vis Officer:
Vis Comments: 18/04/18 at 15:20 by 07/03/18 at 13:11 by Letters + ND sent. phoned following receipt of letter. Asked for further details and said will fix problem email Phone			
Action Info:	Act Type: Letter - action	Act Date:	Act Officer:
Act Notes: Hove Date: 6 February 2018 Our Ref: Contact Phone: 01273 29 Email: @brighton-hove.gcsx.gov.uk Dear Noise from The Paris House Public House 21 Western Road Hove BN3 1AE Environmental Protection Act 1990 I am writing following your complaint about The Paris House 21 Western Road Arising from unreasonable levels of music noise Please find enclosed a copy of our noise disturbance diary. Please complete the diary over a two week period and return it to me. Please fill out the diary by hand. The diary can be used in court proceedings if a Notice under the above Act is served on the pub and the conditions on the Notice are not complied with. In the meantime I will write to the owner of the pub and let them know that a complaint has been received and the details of the complaint. I will not say from where the complaint has come. Yours sincerely 			
Action Info:	Act Type: Letter - action	Act Date:	Act Officer:
Act Notes:			

SERVICE REQUEST WORKSHEET

The Owner and the Manager
The Paris House
Public House
21 Western Road
Hove
N3 1AE

Date: 6 February 2018
Our Ref: [REDACTED]
Contact [REDACTED]
Phone: 01273 29[REDACTED]
Email: [REDACTED]@brightonhove.gcsx.gov.uk

Dear Sir/Madam

Alleged noise from loud music - Licensing Act 2003 and Environmental Protection Act 1990.

The council has received further complaints from a neighbour that noise from loud music from the pub is causing a disturbance to them in their home.

The council has a legal duty to investigate complaints about noise which is reported to be disturbing local residents.

The complainant has been asked to keep a diary to record occasions when they are being disturbed.

Recording equipment may be installed in the complainant's home to record excessive noise. Visits to witness the noise may be made at any time.

This letter has been copied to B&HCC licensing.

If you have any questions regarding this matter please do not hesitate to contact me.

Yours faithfully

[REDACTED]
Environmental Protection Team

SERVICE REQUEST WORKSHEET

<p>Complaint Ref: [REDACTED]</p> <p>Received by: [REDACTED]</p> <p>Date complaint received: 18th April 2018</p> <p>Time complaint received: 12:50</p> <p>How received: e-mail</p>	<p>Complaint Type: Music</p> <p>Worksheet printed: 25th August 2022</p> <p>Allocated to: [REDACTED]</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------

<p><u>Name</u> [REDACTED]</p> <p>Trading Name (If applicable) The Paris House</p> <p><u>Address</u> Public House 21 Western Road Hove BN3 1AE</p> <p><u>Contact Details:</u> Contact Name :</p>	<p><u>Nature of Complaint</u></p> <p>Loud music, live band. See attached emails. [REDACTED] has history.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------

<p><u>Customer:</u> Name: [REDACTED] Address:</p>	
<p><u>Customer Contact Details</u></p>	
<p>E-mail [REDACTED]</p> <p>Mobile Phone [REDACTED]</p>	<p>Access Time:</p> <p>Anon? :</p> <p>Support Legal Action? :</p>

<p><u>Customer:</u> Name: [REDACTED] Address: [REDACTED] Hove [REDACTED]</p>	
<p><u>Customer Contact Details</u></p>	
<p>E-mail [REDACTED]</p>	<p>Access Time:</p> <p>Anon? :</p> <p>Support Legal Action? :</p>

SERVICE REQUEST WORKSHEET

To: [redacted]
Subject: The Paris House unclassified

Dear [redacted]

Please find attached a copy of the council's noise disturbance diary.
Please print the diary fill it in by hand and return it to me in two weeks time.
If you have difficulty printing the diary please let me know and I will put a copy in the post.
I can confirm that I have written to the owners to let them know that complaints have been received.

Yours sincerely

[redacted]
Environmental Protection Team

Action Info:	Act Type: E-mail sent	Act Date:	Act Officer: [redacted]
---------------------	-----------------------	-----------	-------------------------

Act Notes:

From: [redacted]
Sent: 18 April 2018 15:32
To: [redacted]
Subject: THe Paris House unclassified

Dear [redacted]

Please find attached a copy of the council's noise disturbance diary.
Please print the diary fill it in by hand and return it to me in two weeks time.
If you have difficulty printing the diaryu please let me know and I will put a copy in the post.
I can confirm that I have written to the owners to let them know that complaints have been received.

Yours sincerely

[redacted]
Environmental Protection Team

A3

SERVICE REQUEST WORKSHEET

Customer: Name: [REDACTED] Address: [REDACTED] [REDACTED] Hove [REDACTED]	
Customer Contact Details	
E-mail: [REDACTED] Phone: [REDACTED]	Access Time: Anon? : Support Legal Action? :

Service Request 2018/02725/NOI/EH [REDACTED]	Public House 21 Western Road Hove BN3 1AE
--------------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH No visit	Vis Date: 18.04.2018	Vis Officer: [REDACTED]
Vis Comments: 18/04/18 at 15:22 by [REDACTED] email sent			
Action Info:	Act Type: E-mail sent	Act Date:	Act Officer: [REDACTED]
Act Notes: From: [REDACTED] Sent: 18 April 2018 15:20 To: [REDACTED] Subject: FW: Paris House unclassified Dear [REDACTED] We spoke after I sent a letter on the 9 February 2018 about noise from The Paris House. You asked if you could be kept informed about further complaints. I have to advise you that we have received complaints on the 17 April 2018 that the pub was particularly loud and caused complaints to be made on the night. Please ensure that noise levels from the pub are kept in check and account is taken of the doors being opened when customers leave or enter. Please phone if you require further information. Yours sincerely [REDACTED] Environmental Protection Team 01273 29[REDACTED]			
Action Info:	Act Type: E-mail sent	Act Date:	Act Officer: [REDACTED]
Act Notes: From: [REDACTED] Sent: 18 April 2018 15:35			

14

SERVICE REQUEST WORKSHEET

Complaint Ref: 2018/05145/NOI/EH	
Received by: [REDACTED]	Complaint Type: Music
Date complaint received: 10th July 2018	Worksheet printed: 25th August 2022
Time complaint received: 11:22	Allocated to: [REDACTED]
How received: e-mail	

<p>Name [REDACTED]</p> <p>Trading Name (If applicable) The Paris House</p> <p>Address Public House 21 Western Road Hove BN3 1AE</p> <p>Contact Details: Contact Name :</p>	<p>Nature of Complaint</p> <p>The music from the Paris House between 6-8 was unbelievably loud today. Ive raised this issue a number of times and the management have done nothing. The video clip attached here was take from [REDACTED]</p> <p>[REDACTED] I spoke to the pub and asked them to shut the pub door [REDACTED] around 7.30. They agreed, which is a big change to the usual response - that they have a licence. [REDACTED] the Paris House just gets louder. They now play music for two hours every evening 7 days a week. I plan to start taking decibel readings everyday and asking neighbours of their opinion. The video gives you an idea of the problem.</p> <p>Thanks, [REDACTED] has recent history [REDACTED] and [REDACTED]</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>Customer: Name: [REDACTED] Address: [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>	
<p>Customer Contact Details</p> <p>E-mail [REDACTED]</p>	<p>Access Time:</p> <p>Anon? :</p> <p>Support Legal Action? :</p>

A4

SERVICE REQUEST WORKSHEET

Customer: Name: [redacted] Address: [redacted] Hove [redacted]	
Customer Contact Details	
Mobile Phone [redacted]	Access Time: Anon? : Support Legal Action? :

Customer: Name: [redacted] Address: [redacted] [redacted] Hove [redacted]	
Customer Contact Details	
E-mail [redacted] [redacted] Mobile Phone [redacted] Phone [redacted]	Access Time: Anon? : Support Legal Action? :

Service Request [redacted] [redacted]	Public House 21 Western Road Hove BN3 1AE
-------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH No visit	Vis Date: 18.07.2018	Vis Officer: [redacted]
Vis Comments: 14/11/18 at 12:51 by [redacted] 06/08/18 at 10:17 by [redacted] 18/07/18 at 09:05 by [redacted] letter to perp and comp new diary sent to comp via email recorder fitted mic being held out of window distorted wind blowing across mic			
Action Info:	Act Type: Letter - no action	Act Date: 18.07.2018	Act Officer: [redacted]
Act Notes: From: [redacted] Sent: 06 August 2018 09:45 To: [redacted] Subject: Noise Complaint Form			

SERVICE REQUEST WORKSHEET

Dear [REDACTED]

Thank you for your letter on the 18th of July. I have tried to fill out the noise disturbance diary but the form is too small and my handwriting too big! Have you an electronic version of the same form you could send on?

Thanks in advance.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

SERVICE REQUEST WORKSHEET

Complaint Ref: 2019/08446/NOI/EH	
Received by: [REDACTED]	Complaint Type: Music
Date complaint received: 8th May 2019	Worksheet printed: 24th August 2022
Time complaint received: 14:54	Allocated to: [REDACTED]
How received: Telephone	

<u>Name</u> [REDACTED]	<u>Nature of Complaint</u>
Trading Name (If applicable) The Paris House	Problem with loud music causing a nuisance.
Address Public House 21 Western Road Hove BN3 1AE	
<u>Contact Details:</u> Contact Name :	

<u>Customer:</u>	
Name: [REDACTED]	
Address: [REDACTED] [REDACTED] Hove [REDACTED]	
<u>Customer Contact Details</u>	
Phone [REDACTED]	Access Time:
	Anon? :
	Support Legal Action? :

<u>Customer:</u>	
Name: [REDACTED]	
Address: [REDACTED] [REDACTED] Hove [REDACTED]	
<u>Customer Contact Details</u>	
E-mail [REDACTED]	Access Time:
Mobile Phone [REDACTED]	Anon? :

SERVICE REQUEST WORKSHEET

Phone [REDACTED]	Support Legal Action? :
------------------	-------------------------

Customer: Name: [REDACTED] Address: [REDACTED] [REDACTED] Hove [REDACTED]

Customer Contact Details	
E-mail [REDACTED] Mobile Phone [REDACTED]	Access Time: Anon? : Support Legal Action? :

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH Odour - initial visit	Vis Date: 10.05.2019	Vis Officer: [REDACTED]
Vis Comments:			
10/05/19 at 13:49 by [REDACTED]			
10/05/19 at 13:28 by [REDACTED]			
video need to confirm the time sent in i have visited the comp and now sent letters to both comp and perp			
Action Info:	Act Type: Letter - no action	Act Date: 10.05.2019	Act Officer: [REDACTED]
Act Notes:			
None			

A6

SERVICE REQUEST WORKSHEET

Complaint Ref: 2019/11717/NOI/EH	
Received by: [REDACTED]	Complaint Type: Music
Date complaint received: 10th June 2019	Worksheet printed: 24th August 2022
Time complaint received: 09:34	Allocated to: [REDACTED]
How received: e-mail	

<u>Name</u> [REDACTED] Trading Name (If applicable) The Paris House <u>Address</u> Public House 21 Western Road Hove BN3 1AE <u>Contact Details:</u> Contact Name :	<u>Nature of Complaint</u> Loud music and open doors every night
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------

<u>Customer:</u> Name: [REDACTED] Address: [REDACTED] Hove	
<u>Customer Contact Details</u>	
E-mail [REDACTED] Phone [REDACTED]	Access Time: Anon? : Support Legal Action? :

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-----------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH No visit	Vis Date: 25.06.2019	Vis Officer: [REDACTED]
Vis Comments: 25/06/19 at 15:29 by [REDACTED] Case closed. Duplicate of [REDACTED]			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			

144

A6

SERVICE REQUEST WORKSHEET

None			
Visit Info:	Vis Type: EH No visit	Vis Date: 10.06.2019	Vis Officer: [REDACTED]
Vis Comments: 20/06/19 at 14:21 by [REDACTED] 10/06/19 at 14:41 by [REDACTED] i have spoken to comp letter sent via email new letter to perp			
Action Info:	Act Type: Letter - no action	Act Date: 10.06.2019	Act Officer: [REDACTED]
Act Notes: None			

SERVICE REQUEST WORKSHEET

Complaint Ref: 2019/21422/NOH/EH	Complaint Type: People noise - footsteps/talking/shouting
Received by: [REDACTED]	Worksheet printed: 24th August 2022
Date complaint received: 18th October 2019	Allocated to: [REDACTED]
Time complaint received: 09:25	
How received: e-mail	

<u>Name</u>	<u>Nature of Complaint</u>
Trading Name (If applicable) <u>Address</u> Public House 21 Western Road Hove BN3 1AE	Constant noise from this pub every night and often mid/late afternoon. I know there have been many complaints made about this establishment already but no action seems to have been taken. Please advise as to what steps are being taken to curb/reduce this noise. Many thanks.
<u>Contact Details:</u> Contact Name :	

<u>Customer:</u>	
Name: [REDACTED]	
Address: [REDACTED] [REDACTED] Hove	
<u>Customer Contact Details</u>	
E-mail [REDACTED]	Access Time:
	Anon? :
	Support Legal Action? :

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH No visit	Vis Date: 23.10.2019	Vis Officer: [REDACTED]
Vis Comments: 23/10/19 at 13:43 by [REDACTED] email sent to comp explaining what is happening regatding mediation			
Action Info:	Act Type: E-mail sent	Act Date: 23.10.2019	Act Officer: [REDACTED]

A7

SERVICE REQUEST WORKSHEET

Act Notes:

From: [REDACTED]
Sent: 23 October 2019 10:09
To: [REDACTED]
Subject: Noise Complaint Paris House

Dear [REDACTED] could you please forward your address details for are records . The Paris house are currently in mediation at this time, during that process I am unable to take any formal action against them until it finishes or is unsuccessful thank you
Kind Regards

[REDACTED]
[REDACTED]
01273 29 [REDACTED]

A8

SERVICE REQUEST WORKSHEET

Complaint Ref: [Redacted]	Complaint Type: Councillors/MPs Service Requests Worksheet printed: 24th August 2022 Allocated to: [Redacted]
Received by: [Redacted]	
Date complaint received: 11th August 2020	
Time complaint received: 10:56	
How received: Via Councillor	

<u>Name</u> [Redacted]	<u>Nature of Complaint</u> Loud music and people noise. Please see email. Councillor Complaint. Complainant is: [Redacted]
Trading Name (If applicable) The Paris House <u>Address</u> Public House 21 Western Road Hove BN3 1AE	
<u>Contact Details:</u> Contact Name :	

<u>Customer:</u> Name: Councillor [Redacted] Address: Hove Town Hall Norton Road Hove BN3 3BQ	
<u>Customer Contact Details</u> E-mail [Redacted]	Access Time: Anon? : Support Legal Action? :

Service Request [Redacted]	Public House 21 Western Road Hove BN3 1AE
-----------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH No visit	Vis Date: 18.08.2020	Vis Officer: [Redacted]
Vis Comments:			
Action Info:	Act Type:	Act Date:	Act Officer:

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED] Received by: [REDACTED] Date complaint received: 26th July 2021 Time complaint received: 15:06 How received: e-mail	Complaint Type: Music Worksheet printed: 24th August 2022 Allocated to: [REDACTED]
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------

<u>Name</u> [REDACTED] Trading Name (If applicable) The Paris House <u>Address</u> Public House 21 Western Road Hove BN3 1AE <u>Contact Details:</u> Contact Name :	<u>Nature of Complaint</u> Live jazz band playing at the pub. Music finished at approximately 9.45 on Sunday night.
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------

<u>Customer:</u> Name: [REDACTED] Address: [REDACTED] [REDACTED] [REDACTED]	
<u>Customer Contact Details</u> E-mail [REDACTED] Mobile Phone [REDACTED] Phone [REDACTED]	Access Time: Anon? : Support Legal Action? :

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH Noise patrol visit	Vis Date: 26.08.2021	Vis Officer: [REDACTED]
Vis Comments: 26/08/21 at 18:50 by [REDACTED]			

A9

SERVICE REQUEST WORKSHEET

26/08/21 at 17:10. Visited. Spoke to Subject who stated that they will have their previous sound expert come and check the decibles. Also, Subject alleges they do shut the doors or windows but patrons open them, as it gets hot inside. Are open to mediation (had this previously they claim) but will ask owners first. Sending letts/diary.

Action Info: Act Type: Act Date: Act Officer:

Act Notes:
None

Visit Info: Vis Type: EH No visit Vis Date: 24.08.2021 Vis Officer:

Vis Comments:
24/08/21 at 14:14 by

24/08/21 at 14:10. Comp confirmed addresses. Admits it is not frequent but when bands play is disturbed in flat. Could be closing door might help. Agreed to visit and letts/diary

Action Info: Act Type: Act Date: Act Officer:

Act Notes:
None

Visit Info: Vis Type: EH No visit Vis Date: 23.08.2021 Vis Officer:

Vis Comments:
24/08/21 at 09:38 by

Email received.

Action Info: Act Type: E-mail received Act Date: 24.08.2021 Act Officer:

Act Notes:

From: @brighton-hove.gov.uk>
Sent: 23 August 2021 13:20
To: EHL Environmental Protection <EHL.EnvironmentalProtection@brighton-hove.gov.uk>
Cc: @brighton-hove.gov.uk>; @brighton-hove.gov.uk>
Subject: FW: The Noise from The Paris House

EP,

Please can you allocate this complaint? Recent history shows both Field officers and investigated noise complaints. At this stage it looks like EP/FOs should take primacy as it's a noise complaint regarding live music, which permitted, but if there are licensing matters please let licensing know.

Thanks,

(Licensing & Trading Standards) Brighton & Hove City Council
, Barts House, Barts Square, BN1 1JP
T 01273 29 | brighton-hove.gov.uk

Our customer promise to you
We will make it clear how you can contact or access our services | We will understand and get things done
| We will be clear and treat you with respect

From:
Sent: 23 August 2021 11:52

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED] Received by: [REDACTED] Date complaint received: 24th August 2021 Time complaint received: 15:15 How received: e-mail	Complaint Type: Music Worksheet printed: 24th August 2022 Allocated to: [REDACTED]
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------

<u>Name</u> [REDACTED] Trading Name (If applicable) The Paris House Address Public House 21 Western Road Hove BN3 1AE <u>Contact Details:</u> Contact Name :	<u>Nature of Complaint</u> Loud music
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------

<u>Customer:</u> Name: [REDACTED] Address: [REDACTED] [REDACTED] Hove [REDACTED]	
<u>Customer Contact Details</u> E-mail [REDACTED] Mobile Phone [REDACTED]	Access Time: Anon? : Support Legal Action? :

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-----------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type:	Vis Date:	Vis Officer:
Vis Comments: 25/08/21 at 15:17 by [REDACTED] See email			

A9

SERVICE REQUEST WORKSHEET

04/08/21 no contact. Will sent non cont lett and close.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 04.08.2021	Vis Officer:
Vis Comments: 26/07/21 at 15:08 by [redacted] Detailed description attached.			

Action Info:	Act Type: E-mail received	Act Date: 26.07.2021	Act Officer:
---------------------	---------------------------	----------------------	--------------

Act Notes:			
Title [redacted]			
Home phone [redacted]			
First name [redacted]			
Mobile phone [redacted]			
Middle name [redacted]			
Email Address [redacted]			
Last name [redacted]			
DOB [redacted]			
Address [redacted] Hove, [redacted]			
What is your comment about? Pollution Control (e.g. noise, light, odour) Location of problem The Paris House, Western Road Description of the problem Live jazz band playing at the pub. The music was so loud I had to close all my windows. [redacted] [redacted] Music finished at approximately 9.45 on Sunday night.			

Visit Info:	Vis Type: EH No visit	Vis Date: 27.07.2021	Vis Officer: [redacted]
--------------------	-----------------------	----------------------	-------------------------

Vis Comments: 27/07/21 at 18:12 by [redacted] Called comp but no answer so left a message saying who i am and asking for comp to call back.			
--------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--

Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			



SERVICE REQUEST WORKSHEET

Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
Title			
Home phone			
First name			
Mobile phone			
Middle name			
Email Address			
Last name			
DOB			
Address			
Hove:			
What is your comment about?			
Pollution Control (e.g. noise, light, odour)			
Location of problem			
21 Western Road			
Brighton			
BN3 1AE			
England			
Description of the problem			
This old pub has music on out of scales of decibel. It has no any isolation. We residents family with children. This noise affect the sleep of our children and cause all of us stress and sleep deprivation.			

Visit Info:	Vis Type: EH Noise patrol visit	Vis Date: 26.08.2021	Vis Officer:
Vis Comments:			
26/08/21 at 18:57 by			
26/08/21 at 18:57 by			
26/08/21 at 17:10. Visited. Spoke to Subject who stated that they will have their previous sound expert come and check the decibles. Also, Subject alleges they do shut the doors or windows but patrons open them, as it gets hot inside. Are open to mediation (had this previously they claim) but will ask owners first. Sending letts/diary.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

Visit Info:	Vis Type: EH No visit	Vis Date: 26.08.2021	Vis Officer:
Vis Comments:			
26/08/21 at 13:03 by			
26/08/21 at 13:02 by			
26/08/21 at 12:59. Comp confirmed addresses. Complaint about loud music, ssame as case already opened . As I am visiting the Subject for other case, will send Comp noise diary.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

74

SERVICE REQUEST WORKSHEET

A10

SERVICE REQUEST WORKSHEET

To: Cllr Phelim Mac Cafferty <Phelim.MacCafferty@brighton-hove.gov.uk>
Cc: [REDACTED]@brighton-hove.gov.uk; Cllr Hannah Clare <Hannah.Clare@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]@brighton-hove.gov.uk; [REDACTED]@brighton-hove.gov.uk
Subject: Re: The Noise from The Paris House

This email originates from outside of Brighton & Hove City Council. Please think carefully before opening attachments or clicking on links.

Dear Phelim,

Thank you for your response.

No problem - I will keep the diary.

I have to say the noise is making my life unbearable. [REDACTED] this is my home. I feel I am being driven out.

From: Cllr Phelim Mac Cafferty <Phelim.MacCafferty@brighton-hove.gov.uk>

Sent: 23 August 2021 10:20

To: [REDACTED]
Cc: [REDACTED]@brighton-hove.gov.uk; Cllr Hannah Clare <Hannah.Clare@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]@brighton-hove.gov.uk; [REDACTED]@brighton-hove.gov.uk
Subject: RE: The Noise from The Paris House

Dear [REDACTED]

Thank you for this. Sorry to hear the Paris House is causing upset once more.

Briefly I have copied in [REDACTED] from licensing. From memory I think bands may be permitted till 8PM under the existing licence, but this doesn't take away from how noisy and harmful the impact can be. Under the provisions of the Environmental Protection Act 1990 noise nuisance is assessed on the character, duration and frequency of the noise and how it affects a person in their home.

[REDACTED] can keep us up to speed on the specifics of the licence as you say there has been a long standing series of complaints from residents, so let me dig some of that out. My educated guess is that you will likely be asked by environmental health to make a noise diary by them, so in anticipation of this, can I suggest you keep clear records of times/ noise/ what happened etc.

From a look at the emails on this a key part of resident's issues with Paris House has been vaguely worded, ambiguous and old conditions relating to the licence. I wonder [REDACTED] if you can clarify how we would seek to have those updated and clarified? [REDACTED] and [REDACTED] from licensing copied in too as they have followed this over time too.

Yours sincerely

Councillor Phélim Mac Cafferty
Leader of the Council
Green Party Councillor for Brunswick and Adelaide, Brighton and Hove City Council

Chair, Policy and Resources Committee & Covid-19 Recovery Sub-Committee

25



SERVICE REQUEST WORKSHEET

Chair, City Leadership Covid Briefing
 Member, Tourism, Equalities, Communities and Culture Committee
 Co-Chair, 2030 Carbon Neutral Member Working Group
 Chair, King Alfred Project Board and Strategic Delivery Board
 Member, Greater Brighton Economic Board and Coast 2 Capital Local Enterprise Partnership
 Board member Brighton Dome & Festival Limited and Royal Pavilion and Museums Foundation;
 Representative to the Local Government Association

phelim.maccafferty@brighton-hove.gov.uk
<https://twitter.com/Phelimmac> <https://www.facebook.com/CllrPhelim>
<https://www.brighton-hove.gov.uk/coronavirus-covid-19>

From: [REDACTED]
 Sent: 23 August 2021 11:03
 To: Cllr Phelim Mac Cafferty <Phelim.MacCafferty@brighton-hove.gov.uk>
 Subject: The Noise from The Paris House

Dear Phelim,

I am writing to you about the volume of noise from The Paris House [REDACTED]

There was a rock band playing in the pub on Saturday afternoon till 7pm. The volume of the noise was excessive, [REDACTED]

I am writing to you because I think that you mediated between a group of local residents and the pub two years ago.

I have contacted the Council separately today.

Whatever you are able to do would really be welcome.

Thank you

[REDACTED]
 Notice to recipient:

The information contained in this electronic mail message is intended only for the use of the individual to whom it is addressed and may contain information which is privileged and confidential, the disclosure of which is prohibited by law.

If the reader of this message is not the intended recipient, please note that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error please notify the sender immediately.

Thank you in anticipation of your co-operation.

You can visit our website at <http://www.brighton-hove.gov.uk>

Please consider the environment, only print out this email if absolutely necessary.

Please Note: Both incoming and outgoing Emails may be monitored and/or recorded in line with current legislation

Visit Info:	Vis Type: EH No visit	Vis Date: 04.08.2021	Vis Officer: [REDACTED]
Vis Comments: 04/08/21 at 11:01 by [REDACTED]			

A12

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED]	Complaint Type: Music
Received by: [REDACTED]	Worksheet printed: 24th August 2022
Date complaint received: 29th October 2021	Allocated to: [REDACTED]
Time complaint received: 13:38	
How received: Telephone	

Name [REDACTED]	Nature of Complaint
Trading Name (If applicable) The Paris House	Live band on until 10pm happens frequently.
Address Public House 21 Western Road Hove BN3 1AE	When doors closed noise is okay but open is extremely loud.
Contact Details: Contact Name :	

Customer:	
Name: [REDACTED]	
Address: [REDACTED] [REDACTED] Hove [REDACTED]	
Customer Contact Details	Access Time:
Mobile Phone: [REDACTED]	Anon? :
	Support Legal Action? :

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH No visit	Vis Date: 18.11.2021	Vis Officer: [REDACTED]
Vis Comments: 18/11/21 at 11:48 by [REDACTED] Unable to contact comp. Nobody answering phone. Matter closed.			



SERVICE REQUEST WORKSHEET

Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 15.11.2021	Vis Officer:
Vis Comments: 15/11/21 at 19:39 by [REDACTED] Attempted contact. [REDACTED] Diary to be sent via external post as per the comps request.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 14.11.2021	Vis Officer:
Vis Comments: 14/11/21 at 17:51 by [REDACTED] Second phone call made to comp. [REDACTED]			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 14.11.2021	Vis Officer:
Vis Comments: 14/11/21 at 12:54 by [REDACTED] [REDACTED] on comps mobile. Requested that comp re-contacts on extension to discuss how to move forward with this complaint.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 12.11.2021	Vis Officer:
Vis Comments: 12/11/21 at 09:42 by [REDACTED] Spoke to [REDACTED] on phone, complained about cuban band that was too loud. Didn't mention anything about doors being open. Would like noise diary.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 02.11.2021	Vis Officer:
Vis Comments: 14/11/21 at 11:48 by [REDACTED] 02/11/21 at 11:37 by [REDACTED]			

A12

SERVICE REQUEST WORKSHEET

02/11/21 at 11:36 by [redacted]			
Email sent in To: [redacted]. Matter closed, as we cannot stop people entering the venue and opening the door (this is the only occasion complaints are made).			
Action Info:	Act Type: E-mail sent	Act Date: 02.11.2021	Act Officer: [redacted]
Act Notes:			
From: [redacted]			
Sent: 02 November 2021 11:35			
To: 'contact@parishousebrighton.com' <contact@parishousebrighton.com>			
Subject: Noise complaint to BHCC			
For the attention of the Manager,			
I am writing in regards of a noise complaint BHCC have received in relation to your live music on a Thursday night. Would it be possible for you to check the decibel level of the bands please, just to check all complies with the license and standards. The complaint regarded the music level when the door was open, so perhaps the door could be closed on those nights, if it is not already.			
Many thanks,			
Kind regards,			
[redacted]			
[redacted]			
New England House, Brighton			
01273 29 [redacted]			
[redacted]@brighton-hove.gov.uk			

Visit Info:	Vis Type: EH No visit	Vis Date: 29.10.2021	Vis Officer: [redacted]
Vis Comments:			
29/10/21 at 18:34 by [redacted]			
29/10/21 at 18:10 by [redacted]			
Spoke to the comp. The bands are playing regularly on a Thursday. The noise is fine when the door is closed but it is causing a uisance when the door is open (when people enter etc). The music is not playing past 10pm. I can speak to the manager regarding decibels of music, but doubt this would constitute a noise nuisance (once a week when the door opens).			
Shall speak to manager.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED] Received by: [REDACTED] Date complaint received: 10th January 2022 Time complaint received: 17:14 How received: e-mail	Complaint Type: Music Worksheet printed: 24th August 2022 Allocated to: [REDACTED]
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------

<u>Name</u> [REDACTED] Trading Name (If applicable) The Paris House Address Public House 21 Western Road Hove BN3 1AE <u>Contact Details:</u> Contact Name :	<u>Nature of Complaint</u> Extremely loud music played past 1am.
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------

<u>Customer:</u> Name: [REDACTED] Address: [REDACTED] Hove [REDACTED]

<u>Customer Contact Details</u>	Access Time:
E-mail [REDACTED]	Anon? :
Mobile Phone [REDACTED]	Support Legal Action? :

Service Request [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-----------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH Noise patrol visit	Vis Date: 14.01.2022	Vis Officer: [REDACTED]
Vis Comments: 10/01/22 at 17:17 by [REDACTED]			
See CMS below			
Action Info:	Act Type:	Act Date:	Act Officer:

A13

SERVICE REQUEST WORKSHEET

Act Notes:

The pub "the Paris house" plays extremely loud music late into the night, sometimes past 1am and we can hear it throughout our house [redacted] It is so loud we can hear the lyrics and sometimes it even vibrates [redacted] It happens on sundays and some week nights past 11pm and Fridays and Saturdays past midnight sometimes even Past 1am. I reached out and emailed to ask them to turn it down past a certain time. They suggested the noise may not even be coming from them, which is obviously untrue as no where else so close to our house plays live music plus we have even walked outside to check how loud it is on the street before too. I politely asked if they could agree on a time to turn the volume down, such as by 10 on week nights and midnight on weekends. They then stopped responding.

It is making it really hard to sleep and we have to be up early on week days for work. We are having to wear uncomfortable ear plugs just to attempt to fall asleep. We don't understand why they need to have it SO loud. It is a tiny pub so they could easily have the volume lowered and their customers still enjoy the music.

I mentioned this to my neighbour and [redacted] said [redacted] and other neighbours have also reached out to them and they have not been very understanding or willing to sort the issue.

Visit Info:	Vis Type: EH Noise patrol visit	Vis Date: 14.01.2022	Vis Officer: [redacted]
Vis Comments:			
14/01/22 at 19:28 by [redacted]			
visited on 14/01 @ 13:00 spoke with [redacted] who said that [redacted] would talk to the manager and let them be aware of the complaint. [redacted] said that the music level are checked. Advised [redacted] to take a walk outside when it is playing and see how loud the noise is. Explained that a noise dairy would be sent to the comp and that thi would be then sent to .EP to see if there was a case. Letters CS1,CS4,CS5 sent.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

Visit Info:	Vis Type: EH No visit	Vis Date: 10.01.2022	Vis Officer: [redacted]
Vis Comments:			
10/01/22 at 19:34 by [redacted]			
10.01 19.31 - spoke with Comp who told me that there is loud music from the pub on Friday , Saturday and Sunday and sometimes during the week. [redacted] has email the pub before but has had little luck in getting the volume turn down. Visit agreed and dairy explained.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

AV4

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED]	Complaint Type: People noise - footsteps/talking/shouting Worksheet printed: 24th August 2022 Allocated to: [REDACTED]
Received by: [REDACTED]	
Date complaint received: 14th March 2022	
Time complaint received: 11:17	
How received: e-mail	

<u>Name</u> Trading Name (If applicable) <u>Address</u> Public House 21 Western Road Hove BN3 1AE <u>Contact Details:</u> Contact Name :	<u>Nature of Complaint</u> Noise from The Paris House, late into night.
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------

<u>Customer:</u> Name: [REDACTED] Address: [REDACTED] Hove [REDACTED]	
<u>Customer Contact Details</u>	
E-mail [REDACTED] Idox ID for Digital Apps [REDACTED]	Access Time: Anon? : Support Legal Action? : YES

Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE
-----------------------------------------------------	----------------------------------------------------

Visit Info:	Vis Type: EH Noise patrol visit	Vis Date: 15.03.2022	Vis Officer: [REDACTED]
Vis Comments: 15/03/22 at 10:34 by [REDACTED] 15/03/22 at 10:34 by [REDACTED]			

A14

SERVICE REQUEST WORKSHEET

14.03.2022 around 19:25. Visited The Paris House. They allege that they were not open that late in the night/early morning. Allege that some previous complaints were same but they established they were not open. Allege they would look into this. Sending letts/diary. Referring for mediation, as both parties expressed interest.

Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 14.03.2022	Vis Officer: [REDACTED]
--------------------	-----------------------	----------------------	-------------------------

Vis Comments:

14/03/22 at 13:11 by [REDACTED]

14/03/2022 spoke to comp at 13:07. Confirmed details. Understands that, as a pub, it won't be quiet, but the osie was allegedly so loud at 2:00am that is came through [REDACTED] walls. Agreed to visits/letts/diary.

14/03/22 at 11:20 by [REDACTED]

14/03/2022 email

Action Info:	Act Type: E-mail received	Act Date: 13.03.2022	Act Officer: [REDACTED]
---------------------	---------------------------	----------------------	-------------------------

Act Notes:

From: [REDACTED]
Sent: 13 March 2022 21:07
To: OutOfHoursNoise <OutOfHoursNoise@brighton-hove.gov.uk>
Subject: Noise complaint Hove

This email originates from outside of Brighton & Hove City Council. Please think carefully before opening attachments or clicking on links.

Hello,

I made a noise complaint in January about the pub The Paris House on western road. The reference for the complaint was [REDACTED]

A field officer from the council then went to speak to the staff at the Paris house about their noise levels and the situation then improved. You sent me a noise diary in the post but because the volume of noise was now more tolerable and they weren't playing it so loud past midnight as often, we felt there was no need to fill out the diary.

However, over the last month it has gotten worse again. It is again extremely loud several nights per week and often past midnight (Sometimes past 2am). I have tried to call them to ask them to turn their speakers down. They usually don't answer but once they did, the woman who picked up said [REDACTED] could not hear me and that I should call back when it's quieter and [REDACTED] then hung up. I have also tried emailing them again but no answer.

Could the council get back in touch with them again or, would you be able to send me another noise diary which I will fill out and get back to you.

It's becoming intolerable, we cannot relax in the evenings because it's so loud throughout our house and we can't get to sleep at a reasonable time. We have to wear uncomfortable ear plugs to bed just so we can fall asleep.

Thank you for dealing with it so speedily last time we really appreciated that and had hoped they had understood but it seems not.

Yours,

SERVICE REQUEST WORKSHEET

--

A15

SERVICE REQUEST WORKSHEET

left it was slightly louder and accompanied by drums. We spoke to comp and their friend [redacted] who attended. Comp [redacted] felt that the noise was an issue at other times and wanted recording equipment installed. I explained I would pass that back to [redacted]			
Action Info:	Act Type: E-mail sent	Act Date: 31.07.2022	Act Officer: [redacted]
Act Notes:			
From: [redacted]			
Sent: 31 July 2022 20:22			
To: [redacted] @brighton-hove.gov.uk>			
Subject: FW: Paris House			
Hello [redacted]			
Just to update you [redacted] and I visited comp this evening (31/7) between 19.20 and 19.45. We noted the door to the Paris House was open when we arrived at 19.20 and when we left at 19.45.			
Music was playing. When we arrived it was slow jazz but when we left the music was accompanied by drums and was slightly louder. From the comps property the music was audible but not a stat nuisance.			
The comp did say that although the noise was not loud at that point, they would still like to proceed with the noise investigation and would like sound equipment installed. I advised I would let you know this.			
Kind Regards			
[redacted] Brighton & Hove City Council			
Unit 11, New England House, New England Street, Brighton BN1 4GH			
T 01273 29[redacted] M [redacted] brighton-hove.gov.uk			

Visit Info:	Vis Type: EH No visit	Vis Date: 30.07.2022	Vis Officer: [redacted]
Vis Comments:			
30/07/22 at 16:44 by [redacted]			
Called comp on their mobile. They explained the music wasn't loud on Saturday but we agreed to visit on Sunday 31/7 at 7pm as music billed at that time.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

Visit Info:	Vis Type: EH No visit	Vis Date: 30.07.2022	Vis Officer: [redacted]
Vis Comments:			
30/07/22 at 10:37 by [redacted]			
Called comp on both their landline and mobile to arrange times over the weekend when we could visit and listen. No answer on either, left a message on the landline.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes:			
None			

Visit Info:	Vis Type: EH Noise control - other visit	Vis Date: 19.07.2022	Vis Officer: [redacted]
Vis Comments:			
31/07/22 at 20:11 by [redacted]			
31/07/22 at 20:11 by [redacted]			

A15

SERVICE REQUEST WORKSHEET

Complaint Ref: [REDACTED]	
Received by: [REDACTED]	Complaint Type: Environmental Protection Task
Date complaint received: 14th June 2022	Worksheet printed: 24th August 2022
Time complaint received: 18:36	Allocated to: [REDACTED]
How received: e-mail	

Name	Nature of Complaint
Trading Name (If applicable) Paris House Address Public House 21 Western Road Hove BN3 1AE	Paris House, loud music. See task sheet.
Contact Details: Contact Name :	

Customer: Name: [REDACTED] Address:	
Customer Contact Details	Access Time:
E-mail [REDACTED]@brighton-hove.gov.uk	Anon? : Support Legal Action? :

Target Response Time: H48	Target Response Date: 16.06.2022
Service Request [REDACTED] [REDACTED]	Public House 21 Western Road Hove BN3 1AE

Visit Info:	Vis Type: EH Noise control - other visit	Vis Date: 31.07.2022	Vis Officer: [REDACTED]
Vis Comments: 31/07/22 at 20:15 by thick's Visited comps property with [REDACTED] between 19.20 and 19.45. We observed the premises door was open when we arrived and left. We observed slow jazz music was being played when we arrived but when we			

A15

SERVICE REQUEST WORKSHEET

31/07/22 at 20:10 by [REDACTED]			
19/7 @ 19.20 to 19.40 - Visited friend of comp [REDACTED] with [REDACTED] as comp unavailable. No noise audible despite an open mike night being listed at that time.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 14.07.2022	Vis Officer: [REDACTED]
Vis Comments: 14/07/22 at 12:15 by [REDACTED] See email thread from comp. We are looking at carrying out some visits over weekend of 30/7 and 31/7.			
Action Info:	Act Type: E-mail sent	Act Date: 14.07.2022	Act Officer: [REDACTED]
Act Notes: From: [REDACTED] Sent: 14 July 2022 12:13 To: [REDACTED] Subject: RE: The Paris House Hi [REDACTED] Thank you for your emails. I did try and call just now to discuss but was unable to get through. I am working on 30/7 and 31/7, I can see from the website that music is on 4-7 Saturday and 7-9 Sunday. I suggest I visit you on both days within those times. I am also working next Tuesday 19/7 and will try and speak to another complainant about visiting then. The website says there is an open mike session after 7pm so there may be noise from this. Kind Regards [REDACTED] [REDACTED] Brighton & Hove City Council Unit 11, New England House, New England Street, Brighton BN1 4GH T 01273 29[REDACTED] M[REDACTED] brighton-hove.gov.uk			

Visit Info:	Vis Type: EH No visit	Vis Date: 09.07.2022	Vis Officer: [REDACTED]
Vis Comments: 09/07/22 at 14:43 by [REDACTED] See emails from comp and my reply. Unfortunately this weekend it not convenient but comp has asked for next Thursday which I am working.			
Action Info:	Act Type: E-mail sent	Act Date: 09.07.2022	Act Officer: [REDACTED]
Act Notes: From: [REDACTED] Sent: 09 July 2022 14:51 To: [REDACTED] Subject: RE: The Paris House Hello [REDACTED] Thank you for your reply. I am working next Thursday however my manager has reminded me that I am unable to work beyond my normal working hours in relation to this task which means I will have to visit before 8pm.			

A15

SERVICE REQUEST WORKSHEET

Kind Regards			
[redacted] [redacted] Brighton & Hove City Council Unit 11, New England House, New England Street, Brighton BN1 4GH T 01273 29 [redacted] M [redacted] brighton-hove.gov.uk			
Action Info:	Act Type: E-mail received	Act Date: 09.07.2022	Act Officer: [redacted]
Act Notes: From: [redacted] Sent: 08 July 2022 14:24 To: [redacted]@brighton-hove.gov.uk> Subject: Re: The Paris House This email originates from outside of Brighton & Hove City Council. Please think carefully before opening attachments or clicking on links. Hi [redacted] Next Thursday would be better for me if you are working. [redacted]			
Action Info:	Act Type: E-mail received	Act Date: 09.07.2022	Act Officer: [redacted]
Act Notes: From: [redacted] Sent: 04 July 2022 14:26 To: [redacted]@brighton-hove.gov.uk> Subject: The Paris House This email originates from outside of Brighton & Hove City Council. Please think carefully before opening attachments or clicking on links. Hi [redacted] Can I have an update on the Paris House, please? What are the next steps? what is being done? [redacted]			
Action Info:	Act Type: E-mail sent	Act Date: 09.07.2022	Act Officer: [redacted]
Act Notes: From: [redacted] Sent: 07 July 2022 20:19 To: [redacted] Subject: RE: The Paris House Hello [redacted] Thank you for your email. I am sorry for the delay in reply. I am working this weekend. Is it convenient to visit on Saturday or Sunday during the times live music is scheduled in the venue? Kind Regards			

A15

SERVICE REQUEST WORKSHEET

[redacted] [redacted] Brighton & Hove City Council Unit 11, New England House, New England Street, Brighton BN1 4GH T 01273 29 [redacted] M [redacted] brighton-hove.gov.uk

Visit Info:	Vis Type: EH No visit	Vis Date: 17.06.2022	Vis Officer: [redacted]
--------------------	-----------------------	----------------------	-------------------------

Vis Comments:
 17/06/22 at 11:06 by [redacted]

Called comp [redacted]. Explained the task. [redacted] may be available on 23/6 or 30/6. Advised can ring round other comps and witness from theirs and [redacted] will email me their availability over the next few Thursdays.

Action Info:	Act Type: E-mail sent	Act Date: 17.06.2022	Act Officer: [redacted]
---------------------	-----------------------	----------------------	-------------------------

Act Notes:
 From: [redacted]
 Sent: 17 June 2022 10:34
 To: [redacted]
 Subject: The Paris House

This email originates from outside of Brighton & Hove City Council. Please think carefully before opening attachments or clicking on links.

Hi [redacted]

You tried to call me yesterday about The Paris House. Your voicemail message was partial.

Can you ring me on [redacted] please?

[redacted]

Visit Info:	Vis Type: EH Noise control - other visit	Vis Date: 17.06.2022	Vis Officer: [redacted]
--------------------	------------------------------------------	----------------------	-------------------------

Vis Comments:
 17/06/22 at 11:07 by [redacted]
 17/06/22 at 11:06 by [redacted]
 17/06/22 at 10:49 by [redacted]
 17/06/22 at 10:49 by [redacted]

Visited the area on 16/6 at 20.00. Heard noise of voices from venue. Saw door was left open. Heard jazz music start at 20.15. Door initially left open but closed shortly after musicians started playing. Door opened and closed periodically during performance. Noise noticable from street even with door closed. Sound of saxophone and drums playing instrumental jazz. Having tried to call comp unsuccessfully earlier in the day I visited comps address with a view to witnessing inside. [redacted] answered the door who did not answer to comps name. Said I was from the council and I would contact them seperately. I left area at 20.30.

Action Info:	Act Type:	Act Date:	Act Officer:
---------------------	-----------	-----------	--------------

Act Notes:
 None

Visit Info:	Vis Type: EH No visit	Vis Date: 16.06.2022	Vis Officer: [redacted]
--------------------	-----------------------	----------------------	-------------------------

Vis Comments:

A15

SERVICE REQUEST WORKSHEET

16/06/22 at 10:37 by [REDACTED]			
Called comp to see if they would be around later. No answer left a message.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			

Visit Info:	Vis Type: EH No visit	Vis Date: 14.06.2022	Vis Officer: [REDACTED]
Vis Comments: 14/06/22 at 18:39 by [REDACTED]			
14/06/2022 Paris House hosts live music every Thursday evening. Several complaints have been made in relation to the level of this music. It needs to be established whether this is a noise nuisance.			
Action Info:	Act Type:	Act Date:	Act Officer:
Act Notes: None			