

From: Wood, Martin
Sent: 30 January 2017 16:53
To: 'ruta@sudbury.brent.sch.uk'
Cc: 'Info@crystalsoflondon.co.uk'; Business Licence
Subject: FW: Representations Received

Dear Raluca Uta

Thank you for your e-mail. I acknowledge what you have stated.

In July 2015, a report was received at 23:20hrs alleging loud music from the premises.

In Dec 2015, a telephone report stated: " Reporter states there is too much noise and many rowdy people coming out from the school after hours. They are having events outside of hours. School is giving the reporter attitude when he approaches them. Reporter wants to know why residents in the road are coming second? Why is Brent Council allowing this to happen?"

In Aug 2016, we received an e-mail stating: " Here is a picture taken at 12.30am last night. Extremely noisy crowd with rowdy behaviour. Police were called. The school will not listen to the residents. They won't even talk to us, yet the council has granted them an events licence. It is not working, please can they somehow revoke it? Parking absolutely everywhere including blocking driveways."

Kind regards

Martin Wood
Environmental Health Officer
Regulatory Services
Regeneration & Environmental Services
Brent Council

From: Raluca Uta
Sent: 27 January 2017 15:08
To: Business Licence
Cc: Info@crystalsoflondon.co.uk; Judith Roach
Subject: Re: Representations Received

Dear Mr Wood,

Thank you for your email. I would like to assure you that all the suggested control measures will be put into place by our lettings team (3 lettings officers + 2 SIA) which will:

- walk around perimeter of the school, at intervals (usually 15 min), for the duration of the event and request the entertainers to turn the volume down if any noise is heard from outside.
- our lettings officers, wearing high visibility clothing are guiding the patrons in and out the premises, ensuring there is no noise, especially late at night.

- posters encouraging the patrons to be quiet are placed on the way out to remind the people to respect our neighbours.

I would like to ensure you that the above control measures are common practice with any of our events and I really appreciate if you could give me more details about the complaints received to the council, ideally the dates of those complaints. We have not received any complaints from our neighbours since we increased the control measures. We take all complaints seriously and I would like to investigate further.

The only complaint that I am aware of is from our public address system which happened during school hours (unrelated to our lettings department). The matter has now been resolved.

Kind regards,

Raluca Uta

Business Manager Assistant

Sudbury Primary School

Watford Road

Wembley

Middlesex

HA0 3EY

United Kingdom

Phone: 020 838 54444

Fax: 020 838 54441

General email: admin@sudbury.brent.sch.uk

Website: www.sudbury.brent.sch.uk