

Ref Number	DATE & TIME	Time	PHONE OR EMAIL?	Borough	MAIN TOPIC OF CONTACT	Complaint?	SUMMARY OF CONTACT	WOULD THEY LIKE A VISIT?	PASSED TO	OUTCOME	REF NUMBER (shared with)
29	16/07/2022	22:15	Phone	Hackney	On-Site Music Noise	Yes	Was very drastic about sound levels being too loud, saying Vibrations are swaying the building left and right.	No	Sound and Council	XXXX was very upset with the levels of sound and specifically the Vibrations making his house sway left and right during the headliner performance. His concerns were passed to the council and the sound team, yet he called at the moment of the performance ending, so no further action could have been taken.	29
3	16/07/2022	10:27	Phone	Haringey	On-Site Music Noise	Yes	said that the music on all the other festival days thus far, but today the sound checks/volume is too loud.	Maybe later- will call back if still too loud later	Danny/sound	Told that the noise complaint would be raised and that if the volume is still disturbing him later in the day when the festival begins that will send somebody around to his property to check the volume/frequency levels	Yes
4	567890	12:39	Phone	Haringey	Music Noise	Yes	He said the noise levels today are particularly bad in comparison to other days.	Yes	Sound and Council	XXXX was dissatisfied with the noise today. I explained I have voiced his distress to Haringey council, as well as Vanguardia.	4
5	16/07/2022	12:44	Phone	Haringey	On-Site Music Noise	Yes	He is extremely hot so must leave the windows open however, every time he cannot enjoy his day due to the loud music.	No	Sound and Council	XXXX was annoyed with Haringey council as they do nothing about the noise every single year. I advised XXXX I would be speaking to the council guys, as well as Vanguardia.	5
7	16/07/2022	15:00	Phone	Haringey	On-Site Music Noise	Yes	XXXX explained the sound levels today were too loud.	No	Sound and Council	XXXX was very pleasant and understanding. He was delighted to hear that I would be passing information over to Haringey council, as well as the sound guys (Vanguardia).	7
11	16/07/2022	17:30	Phone	Haringey	On-Site Music Noise	Yes	He has sent pictures with some sort of noise monitoring home equipment? He's stating what our levels are etc. and complaining his children can't sleep for school	No	Sound and Council	XXXX to confirm email response	11
12	16/07/2022	18:05	Phone	Haringey	Music Noise	Yes	XXXX explained the sound levels today were too loud.	No	Sound	Sound clarified that the noise is within the license limits and will get louder for the headliner.	
13	16/07/2022	18:19	PHONE	Haringey	Music Noise	Yes	XXXX found the noise levels to rise up and more recently - spoke to vanguardia in response	no	vanguardia	Vanguardia advised the wind direction was the cause of the problem - explained this to XXXX but was not happy about it	13
14	16/07/2022	19:45	Phone	Haringey	On-Site Music Noise	Yes	XXXX just wanted to log a complaint and express his dissatisfaction for the noise levels. Furthermore, he explained his kids struggle to get to sleep during festival times in Finsbury Park.	No	Sound and Council	XXXX thanked me for passing the information over to the sound level guys and Haringey council table.	14
15	16/07/2022	19:57	Phone	Haringey	On-Site Music Noise	Yes	XXXX didnt want to complain she just wanted to give feedback on the noise levels. As a person who has worked at festivals before, she understands the noise situation.	No	Sound and Council	She was happy for me to pass on her comments to Haringey and sound team.	15
16	16/07/2022	20:32	Phone	Haringey	On-Site Music Noise	Yes	XXXX explained the sound levels today were too loud and were in general way louder than last weekend. Wanted to make sure we would take the readings when the headliner was taking place as she was aware it would be louder.	No	Sound	Passed onto sound to investigate further to make sure it is all in licensed standards.	16
17	16/07/2022	20:32	Phone	Haringey	On-Site Music Noise	Yes	Noise levels where way too loud.	No	Sound and Council	XXXX was understanding to the situation. Very polite. She just wanted her complaint to be logged and her information passed over. Council and sound advised.	17
18	16/07/2022	20:35	PHONE	Haringey	On-Site Music Noise	Yes	FAR TOO LOUD, HOULD HAVE EVENTS IN LONDON, COUNCIL LET TOO MANY EVENT HAPPEN	N/A	COUNCIL/VANGUR DIA	APPOLIGEISED FOR THE NOISE AND MADE A CONCIOUS EFFORT TO LET THE CALLER KNOW THAT THE WIND DIRECTION WAS CREATING THE SOUND TO BE LOUDER	18
21	16/07/2022	20:57	Phone	Haringey	Music Noise	Yes	XXXX was upset with the levels off sound as she is unable to hear her telly.	No	Sound and Council	Generally disatisfied however grateful for her comment to be passed on to council and sound.	21
22	16/07/2022	21:38	Phone	Haringey	On-Site Music Noise	Yes	XXXX was upset with the levels off sound and told several times during the call that this has been done wrong for several years already and she has always reported it.	No	Sound and council	XXXX was upset with the levels of sound, but it was very important for her to have it logged onto the system to show the frustration of the residents.	22
23	16/07/2022	21:36	Phone	Haringey	Music Noise	Yes	The sound levels are louder tonight over other nights.	No	Sound and council	XXXX was very polite and understanding. He is very happy for the complaint to be logged and passed on to the council.	23
24	16/07/2022	21:45	PHONE	HARINGEY	On-Site Music Noise	Yes	HAPPENS EVERY YEAR UNHAPPY WITH NOISE IN RESIDENTIAL AREA	NO	HARINGEY / VANGUARDIA	UNHAPPY WITH THE COUNCIL AND THAT THE SOUND IS MEETING GUIDLINES BUT NOT DOING ENOUGH TO SUPPORT THE LOCALS	24
25	16/07/2022	21:59	Phone	Haringey	On-Site Music Noise	Yes	The sound levels are louder tonight over other nights.	No	Sound and council	XXXX was upset with the levels of sound, but it was happy to have it logged onto the system to show the frustration of the residents.	25
26	16/07/2022	22:00	Phone	Haringey	On-Site Music Noise	Yes	XXXX wanted to know why the sounds levels where louder than other nights this evening.	No	Sound and Council	XXXX wanted to know why the noise levels where worse tonight. I explained his feedback is appreciated and will be passed on to the Haringey team and the guys monitoring the sound.	26

28	16/07/2022	22:13	PHONE	HARINGEY	On-Site Music Noise	Yes	OVERALL DISATISFACTION WITH THE FESTIVALS AT FINSBURY PARK	NO	VANGUARDIA	ANGRY AND UNHAPPY QUITE RUDE ALSO	28
20	16/07/2022	20:57	Phone	Haringey	Road Closures	Yes	Holy Trinity Food Bank Volunteer could not access the Lidl Finsbury Park loading platform to pick up food for the Holy Trinity Food Bank due to road blockages even though she arrived at 5:15 and the access should have been provided until 6PM (the resident states). The resident was mad as she did not know who to contact until the point of coming back home and finding the letter sent to her. Wants to pick-up food tomorrow at that same location tomorrow at 10AM in the morning (store opening time), leave the car there for 30 minutes to load it and leave with the food.	N/A	Claire	XXXX told me that the Lidl loading bay should be accessible tomorrow at 10AM for Parking and food pick up. If Yvette has any issues accessing the site, she was told to call this number. If there are any issues, please communicate directly with Traffic Management through somebody more senior to take action quickly while she's here.	20
1	16/07/2022	09:47	Phone	Haringey	Road Closures	Yes	She was very upset, and was unhappy with the way she was spoken to by police/security who didnt appreciate the importance of the work she does as a carer.	No	Council and Security	Offered many apologies/explanations however she was initially unhappy with this saying that it wouldnt change the situation- I explained it is not in my power to change the Road Closures which	No
9	16/07/2022	16:15	Phone	Haringey	On-Site Music Noise	Yes	XXXX evening is being disrupted by the high sound levels	No	Sound and Council	XXXX was very happy with the phone response. Very understandable and happy to know I would be speaking to sound guys and council	9
2	16/07/2022	10:12	Phone	Islington	Parking	No	Advised to speak with the people manning the Road Closures/traffic earlier in the day and explaining the situation, showing proof of address so can ensure resident Parking for visitors. Explained that these rules were only put in place to ensure festival goers do not park/block residents access.	No	Council	Caller was happy to speak with traffic management.	No
10	16/07/2022	16:50	PHONE	Islington	Urination	Yes	PASSED TO GARAETH AT PARRABELLUM WHO WILL SEND A TEAM TO INVESTIGATE	YES	SECURITY	Security dispatched for investigation	36
8	16/07/2022	15:46	Phone	Southampton	Accessibilty	No	Will be driving into london for george ezra tomorrow, wanted to ask about any designated/recommended spaces for disabled Parking	No	Council	Recommended coming to Finsbury Park slightly early tomorrow to find disabled Parking spaces as normally would on local roads/checking Parking app and council websites	8
27	16/07/2022	22:07	PHONE	UNKNOWN	On-Site Music Noise	Yes	WOULD NOT TOLLERATE THIS CALLERS BEHAVIOOUR FOR SWEARING AND ABUSE AND THUS REFERED HIM TO THE EMAIL ADDRESS	NO	N/A	WOULD NOT TOLLERATE THIS CALLERS BEHAVIOOUR FOR SWEARING AND ABUSE AND THUS REFERED HIM TO THE EMAIL ADDRESS	27

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Enquiry
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CALL AREAS	Community Complaints
Islington	1
Hackney	1
Haringey	22
Elsewhere	
No address given	1
TOTAL	25