

On 1 Aug 2025, at 15:24, Oonagh Shiel

<[REDACTED]<mailto:[REDACTED]>>

> wrote:

Dear Birke and Lewis,

Thank you for your reply. I remain concerned about the ongoing issues at the Victoria Stakes and feel it's important to continue documenting them in the hope they can be resolved collaboratively.

I was disappointed to learn that no records were kept of decibel levels during the events held in the pub yard on 5 July and 26 July. These were large events - a celebration of life and a wedding - that resulted in significant disruption to neighbouring properties. I have recordings from those evenings, as well as from 18 July (when the fire escape doors were left open during an event), showing sound levels that at times reached into the 90s and even 100s decibels, well in excess of your stated policy of 70 dB(A) LAeq, measured at the boundary of the nearest residential property. This raises concerns about how noise is being monitored or managed in practice.

I would appreciate clarification on what noise monitoring procedures were in place during these events and how you ensure compliance with your stated limits when no recordings are kept.

I would like to reiterate the persistent overnight noise caused by mechanical equipment, the extractor fan or similar. This equipment cycles on and off throughout the night, producing a loud whirring sound when active and a disruptive shunting noise as it starts up and shuts down. This pattern has persisted and was previously raised (to Jake Reynolds) by a neighbour who was told that the extractor fan will be serviced in early August.

Here is a detailed log from today (Friday, 1 August):

- * 12:02am-12:04am: On/off
- * 12:12am-12:14am: On/off
- * 1:57am: On
- * 3:32am-3:34am: On/off
- * 3:43am-3:45am: On/off
- * 3:53am-3:56am: On/off
- * 4:03am-4:05am: On/off
- * 4:13am-4:15am: On/off
- * 4:25am-4:28am: On/off
- * 4:36am-4:38am: On/off

- * 8:12am-8:15am: On/off
- * 8:44am - similar pattern until 10.06am at which time staff appear to have arrived.

As a result of this mechanical noise, I am unable to open my windows at night or in the early mornings or get a full night's sleep which is having a serious impact on my comfort and quality of life.

All of these items have been raised with both current and previous management and relevant documentation has already been shared.

I would be happy to arrange a meeting with Lewis, as suggested, but I believe it would be most productive once these matters have been acknowledged and some practical steps have been outlined. I look forward to hearing from you shortly.

Best regards,

Oonagh Shiel

On Wed, Jul 30, 2025 at 3:13 PM Birke Bassen

<[REDACTED]><mailto:[REDACTED]>
[REDACTED]>> wrote:

Hi Oonagh,

Thank you for your message. I've looked into the points raised and can confirm the following:

1. Unfortunately, we do not have decibel readings recorded for the 5th or 26th of July.
2. The pub's current noise policy is as follows:

- * In the yard area, the decibel limits are:

- * 70 dB(A) LAeq between 12:00pm and 11pm with the music to be turned off by 10.45pm

- * These measurements are taken at the boundary of the nearest residential property.

- * This policy is under regular review.

1. While I cannot confirm the specific statement you referenced, I would like to reassure you that both Lewis and I take all complaints seriously and are committed to maintaining a positive relationship with our neighbours.

Additionally, I can confirm that our extraction fan is always

switched off at night, typically between 9:30pm and 10:00pm, and is not turned back on until after 10:00am when the kitchen team arrives. No one has accessed the building before 8:00am over the past week or so.

We'd very much welcome the opportunity for a fresh start. I suggest arranging a meeting with Lewis (cc'd here) at your earliest convenience to discuss matters further.

Please do let us know your availability .

Regards,

[Redacted signature]

Birke Bassen
Operations Manager

[Redacted contact information]

From: Oonagh Shiel

<[Redacted]>
>

Date: Wednesday 30 July 2025 at 12:52

To: Birke Bassen

<[Redacted]>
>>

Subject: Re: Victoria Stakes

Can you give me a timeframe by which you'll respond Birke? I am, at this stage, unable to sleep because of the faulty extractor fan going on and off every few minutes. That follows excessive noise from recent, rowdy events in the pub yard or by staff in the pub yard after 11pm and before 8am (loud talking, vaping). This is all affecting my ability to sleep, work, study and have quiet enjoyment of my home.

Best wishes

Oonagh Shiel

On Mon, Jul 28, 2025 at 1:45 PM Birke Bassen

[Redacted]<mailto:[Redacted]>
>> wrote:

Hi Oonagh,

Thank you for your message and for outlining the concerns you have experienced recently.

I note the details you have provided and the points raised, including the screenshots and requests.

Please rest assured that I am reviewing this matter and will follow up shortly once I've had the opportunity to discuss it further with the relevant team, including Jake and the new manager, Lewis.

Regards,

Birke

[Redacted signature block]

Birke Bassen
Operations Manager

[Redacted signature block]

From: Oonagh Shiel

<[Redacted]><mailto:[Redacted]>
>

Date: Monday 28 July 2025 at 11:59

To: Birke Bassen

<[Redacted]><mailto:[Redacted]>
>>

Subject: Re: Victoria Stakes

Good morning Birke,

I am writing to formally raise a number of ongoing concerns regarding the operation of the Victoria Stakes and the response from its current management team.

I no longer have confidence in the venue's management, specifically in engaging with Jake Reynolds, general manager. He has been unresponsive to me and to at least one other neighbour. He has also provided inaccurate information — for example, stating categorically that

heaters were not operating when they were. Additionally, I received a message from Jake Reynolds on Saturday evening that I found inappropriate and confrontational in tone.

For your and the incoming general manager's attention, I've attached screenshots of these exchanges. These highlight a pattern of disruption including:

- * Excessive noise from the premises at various hours
- * Early-morning construction work
- * Music playing in the yard during early mornings and after 11pm
- * An event on 5 July where guests were allowed to operate their own sound system (Jake Reynolds wrote: "sound system is down so weve had to let them use their own")
- * Electrical equipment operating overnight (including a noisy extractor fan, heaters and electric fan)
- * An event on 18 July during which the fire escape was left open, allowing loud music to carry into neighbouring properties — disrupting a property viewing and prompting a direct approach to the venue (Jake Reynolds was absent; we were told this by the supervisor, Zahrah)
- * Staff noise in the yard after 11pm (as detailed in my message to you on Friday)

A neighbour has informed me that Jake Reynolds advised the extractor fan will be serviced on 4 August. At present, the silencer does not appear to be working.

I am formally requesting the following:

1. Decibel meter readouts for the events on 5 July and 26 July
2. A copy of the pub's policy on decibel levels, including how these are monitored and enforced
3. Clarification of the record or statement indicating that "the music outside has been this loud many times"

I look forward to a meeting with the new manager.

Best wishes and thank you

Oonagh Shiel

On Fri, Jul 25, 2025 at 5:34 PM Birke Bassen

<[REDACTED]><mailto:[REDACTED]>

[REDACTED]>> wrote:

Hi Oonagh,

Thank you for getting in touch.

Yes, Jake will be leaving his role on Monday.
The new manager Lewis is the best point of contact.
Unfortunately, I won't be able to give out his private contact number.

I would be happy to arrange a meeting though if you wanted to voice any matters directly to him?

Thanks,

[Redacted signature]

Birke Bassen
Operations Manager

[Redacted contact information]

From: Oonagh Shiel

<[Redacted]mailto:[Redacted]>

Date: Friday 25 July 2025 at 12:53

To: Birke Bassen

<[Redacted]<mailto:[Redacted]>>

Subject: Victoria Stakes

Hi there,

One of my neighbours told me that Jake Reynolds is no longer the General Manager of the Victoria Stakes and they passed along your email address. Are you now the primary contact for the Victoria Stakes?

I've had a bit of correspondence with Jake Reynolds on WhatsApp since the end of March about various matters. Do you have a number I can forward them to?

Best wishes

Oonagh Shiel