

**Olson Kendra**

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**From:** Barrett Daliah  
**Sent:** 14 October 2011 08:46  
**To:** Olson Kendra  
**Subject:** FW: Chestnuts Community Centre Review  
**Follow Up Flag:** Follow up  
**Flag Status:** Red  
**Attachments:** K Jones 22 Turners additional documents.pdf; Turners Court joint representation.pdf

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**From:** Katy Jones [mailto:katejones01@btinternet.com]  
**Sent:** 13 October 2011 18:53  
**To:** Barrett Daliah  
**Subject:** Chestnuts Community Centre Review

Dear Daliah

Please find attached a petition from Turners Court residents and my additional evidence

regards

Kate Jones

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To Haringey Council Licensing Team

12 October 2011

We, the undersigned, are residents at 1-23 Turners Court, a residential block on Cornwall Road N15, directly opposite Chestnuts Community Centre.

We understand that, following a number of complaints, the council are undertaking a review of the Community Centre's licence and would like to add our names to the representations against the centre.

Since Turners Court was built over 7 years ago, residents have been subjected to on-going excessive noise from the community centre, particularly loud music. This has often gone on into the early hours of the morning. Residents have made numerous complaints about the centre, but the problems remain.

Residents of Turners Court are fed up with the noise from the centre and urge the council to use the review to put in place actions to stop the noise nuisance from the centre once and for all.

Signed

Name

Flat Number

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Signed

Name

Flat Number

ANDREW AMOAH

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Anne-Marie Adair

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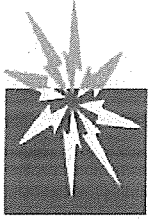
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Haringey Council

## Temporary Event Notices - Week Commencing Monday 19<sup>th</sup> September 2011

Applicant Name	Event times/activities	Address of Premises	Event Start	Event End	Total Days
Kyriakos Karageorgis	Sale of alcohol, Provision of regulated entertainment and Provision of late night refreshment from 1700 to 0100 hours	The Clissold Arms, 105 Fortis Green Road, London N2 9HR	23/09/2011	24/09/2011	2
Thierry Kundunku	The Provision of Regulated Entertainment from 1300 to 2200	Green Space outside Chestnuts Centre, St Ann's Road N15 5BN	23/09/2011	25/09/2011	3
Balakrishnar Sivananthan	The Sale by retail of alcohol, The provision of late night refreshment from 1200 to 2359	Sarashwathy Bavans, 230 Archway Road, Highgate, London, N6 5AX	23/09/2011	25/09/2011	3
Susan James	Provision of Regulated Entertainment from 1500 to 2300 on Saturday and from 1800 to 0100 on Sunday	The Triangle Centre, 91-93 St Ann's Road, Tottenham N15 6NU	24/09/2011	26/09/2011	3
Miss Karen Fahy	The Provision of Regulated Entertainment, Late Night Refreshment and Supply of Alcohol from 0800 to 1000 hours	O'Neill's, 87 Muswell Hill Broadway, London N10 3HA	24/09/2011	25/09/2011	2

## Kate Jones

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:25  
**To:** Kate Jones  
**Subject:** FW: Chestnuts Park Community Centre

--- On Mon, 27/9/10, Kate Jones <Kate.Jones@familymosaic.co.uk> wrote:

**From:** Kate Jones <Kate.Jones@familymosaic.co.uk>  
**Subject:** FW: Chestnuts Park Community Centre  
**To:** "katejones01@btinternet.com" <katejones01@btinternet.com>  
**Date:** Monday, 27 September, 2010, 13:50

---

**From:** Clare Minogue [mailto:clareminogue@yahoo.co.uk]  
**Sent:** 27 September 2010 13:49  
**To:** Kate Jones  
**Subject:** Fwd: Chestnuts Park Community Centre

FYI

Sent from my iPhone

Begin forwarded message:

**From:** "Cllr Kober Claire (Leader of the Council)" <Claire.Kober@haringey.gov.uk>  
**Date:** 15 December 2009 10:27:46 GMT  
**To:** <clareminogue@yahoo.co.uk>  
**Subject:** RE: Chestnuts Park Community Centre

Dear Ms Minogue

Thank you for copying me into your email to David Lammy MP regarding your concerns over Chestnuts Park Community Centre.

The premises has permission for the following licensable activities and timings: Supply of Alcohol from Monday to Sunday: 1200 to 0130, The provision of Regulated Entertainment: Boxing or Wrestling Entertainment from Monday to Sunday: 1000 to 0000, Provision of Facilities for Making Music from Monday to Saturday: 1200 to 2330 & Sunday: 1200 to 2230, Live Music, Recorded Music, Performances of Dance, anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar

description to that of making music or dancing from Monday to Sunday: 1200 to 0130 and Provision of Late Night Refreshment from Monday to Sunday: 2300 to 0130.

The premises has also applied for a number of Temporary Event Notices (TEN) which permit licensable activities beyond the normal hours of the licence. A TEN is not a permission to create a nuisance. Please see attached a copy of the licence.

The Licensing team would always advise residents and "interested parties" that if a premises is causing a nuisance, whether or not it is a licensed premises, they should always report it to the Enforcement Response (Noise) team and that for a licensed premises there is always the option of a review of that licence (please find further information attached).

If a resident would like to submit a review application, they are required to offer some evidence of the problems they are experiencing, this will then be substantiated by any evidence from the Enforcement Response team.

There has been a history of noise complaints about Chestnut Community Centre and Enforcement Response duty officers have been asked to respond to complaints with a visit as a matter of priority.

The current situation is that a warning letter for loud music was issued on 19 August 2009 as a result of noise from the centre being witnessed by one of our officers. A warning letter was also issued on 27 July 2008. Previously, following reports that the centre was playing music outside their permitted hours, advisory letters were sent in February and March 2008.

The most recent complaint was received on 29 November 2009 which was from yourself but on this occasion the Enforcement Response duty officers were unable to make contact with you to investigate further. The importance of duty officers visiting to investigate every complaint in future has been emphasised. It is the policy of this service to provide interventions that will provide relief from noise nuisance on the night and it is a very rare that officers cannot enter a premises due to risk. The service has been supported by police officers at the weekends for approximately 2 years. This partnership working has enabled enforcement response officers to enter premises, including Chestnuts Community Centre in the past to provide interventions on the night.

In regards to the toilet facilities at the Chestnut Community Centre, both male and female toilet facilities are provided at premises and as you rightly state, facilities are also available in the Park. We are therefore concerned about your allegation that party guests are not using the facilities provided but are instead urinating outside and behind the Centre. We also note your accusation that guests at the Centre discard food waste and litter on the street.

Corporate Property Services will write to the tenants requesting that they take appropriate action to resolve the matter and to remind them of their obligation to comply with the "terms and condition of the lease", which include amongst other things conditions about not causing annoyance, nuisance to neighbours and litter.

I trust the above is of assistance. However, if you have any further questions, please do not hesitate to contact me again.

Yours sincerely

Claire Kober

Leader

Haringey Council

River Park House

225 High Road

London N22 8HQ

Tel: 020 8489 2964

[claire.kober@haringey.gov.uk](mailto:claire.kober@haringey.gov.uk)

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**From:** Clare Minogue [mailto:[clareminogue@yahoo.co.uk](mailto:clareminogue@yahoo.co.uk)]

**Sent:** 29 November 2009 03:34

**To:** [mail@davidlammy.co.uk](mailto:mail@davidlammy.co.uk)

**Cc:** Cllr Kober Claire (Leader of the Council)

**Subject:** Chestnuts Park Community Centre

Dear Mr Lammy,

I live in a block of flats opposite Chestnuts community centre. (st Ann's Rd/Cornwall RD N15).

The centre is used a great deal which is great.

The centre is regularly hired out for funerals, weddings, club nights and dance hall nights. These events are well attended with up to 300 people at a time.

Unfortunately the parties are resulting in the following problems.

1. People eating food in their cars and disposing of paper plates, food wrappers and cans on the pavement.

2. People urinating outside the building and in the street on two occasions outside the door to our block, both

male and females, these are guests at Chestnuts! at funeral and weddings!. One the one occasion i asked a woman to stop goign to the loo outside our front door and to respect the neighbourhood i received abuse and threats, so i haven't approached anyone since.

### 3.Excessive noise from music after 11pm.

I am drafting this email with the sound of dance hall music and heavy base drifting across the night, it's 3am in the morning. (noise ref: 134490)

Myself and a number of other residents have complained to the council on a number of occasions over the last 5 years. We have explained to our local councillor the problems. The noise patrol do attend, then due to the risk assessment they can't enter the building and ask the people to turn down the music. The music plays into the late hours on week-ends and week days, which isn't helpful, my husband and i have jobs where we work long hours and hold a high level of responsibility and our sleep is disturbed.

The noise patrol report the noise to licencing. The community centre does not have a licence to play music til 3am. The last time i called licencing i was told that because the building was owned by Haringey they could not serve notice on the licence dept as they would effectively be serving notice on themselves and so they couldn't take action.

I am truly fed up, in summer i can't have my windows open at night.

I really don't like food and litter the and the smell of stale urine around the back of the centre is really unpleasant and it is equally unpleasant to see grown men using the park as a loo. There are loos in there so I'm really unsure why this happens.

Please could this be resolved once and for all by either:

1. enforcing the licencing regulations
2. providing adequate toilet facilities
3. by fining people who are having parties beyond the time they are licenced until and disposing of their waste in the street.
4. If there is any available funding please could you build a community centre with adequate air con so the doors can remain shut and soundproofing and toilets and bins.



Well i must pop to bed, the church will begin drumming and prayer at 8am on a Sunday in Chestnuts, which will go on all day, they also seem to have a need to pee in the park, so not much of a day of rest for me or my neighbours.

I like my home and don't want to be forced out because these problems are not being dealt with. I hope that there is some resolution soon. It is now 3:27 and the party is still going on.

Kind Regards

Clare M

PS: The improvements to Chestnuts park have been great, the play park and planting are really nice. As are the regeneration areas around tottenham, keep up the great work.

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Flat 22 Turners Court  
168 Cornwall Road  
London  
N15 5AH

Complaints Department  
London Borough of Haringey  
Civic Centre  
High Road  
Wood Green  
London  
N22 8LE

3 October 2010

Dear Sir or Madam

**Re: Chestnuts Community Centre**

I contacted the council on three occasions over the summer to complain about the noise from Chestnuts Community Centre. I also had to call out noise patrol on one occasion, which resulted in them writing to the community centre to warn them about the noise.

I received a response from you in August, advising that you would also contact the community centre about the noise.

I am afraid that the situation has not improved over the last few weeks. Whilst sometimes the noise has been reduced by the community centre keeping the doors closed, the noise levels are still causing a disturbance. This afternoon the door are wide open and all I can hear is loud drumming, singing and music. It is completely unacceptable. This is a regular occurrence on a Sunday when the numerous church services held in the centre mean that I am disturbed from early morning, right through the day and into the evening by loud chanting, singing and drumming.

There have been numerous Saturday evenings when the loud bass has gone on until the small hours. When I call the community centre to ask them to turn down the music, they are rude and often just hang up on me. As a result, I have had to buy earplugs to wear to sleep in, despite the fact that I have double glazing.

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Page 2

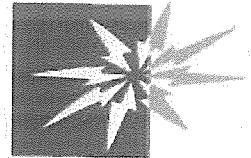
The man from noise patrol was very helpful and said that the glass roof on the centre was clearly contributing to the noise levels. Surely the council can make the centre take steps to soundproof itself to reduce the noise?

I understand from neighbors that there have been numerous complaints about the community centre over the year yet the council has allowed the problem to continue. I would be grateful if you could look into this issue as I am not prepared to live with this level of noise and disturbance.

Yours faithfully

Kate Jones

**Enforcement Response - Enforcement Service**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000  
Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Head of Enforcement Service - Robin Payne

**Haringey Council**

Ms Jones  
Flat 22, Turners Court  
168 Cornwall Road  
London  
N15 5AH

Our ref: UE/ENF WK/000126508  
Date: 28th February 2011  
Contact: Enforcement Response  
Team  
Tel: 020 8489 1000  
email: [enforcement.response](mailto:enforcement.response)

Dear Ms Jones

Re: Environmental Protection Act 1990 (complaint of noise nuisance)  
Address: Chestnut Community Project, St Anns Road, N15

I refer to your complaint made on 28th February 2011 at 03:00hrs, regarding noise coming from the above premises.

We regret that no officer was on duty at the time your call was received and apologise that we were unable to investigate your complaint on this occasion.

If you wish to discuss this matter please call 020 8489 1000 and speak to one of our customer services representatives.

Should there be a repetition of the noise, please call 020 8489 1000 during the hours of 9am to 5pm Monday to Friday or the Council's out of hours number 020 8348 3148 at all other times.

Yours sincerely,

  
Enforcement Response Team

NS1 rev: February 2011

If you would like to comment about the service you receive, please complete our online survey [www.haringey.gov.uk/enforcementconsultations](http://www.haringey.gov.uk/enforcementconsultations)

## Kate Jones

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:26  
**To:** Kate Jones  
**Subject:** Fw: Your Complaint

--- On Sun, 8/8/10, [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)> wrote:

**From:** [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)>  
**Subject:** Your Complaint  
**To:** [katejones01@btinternet.com](mailto:katejones01@btinternet.com)  
**Date:** Sunday, 8 August, 2010, 14:43

Thank you for your Complaint

Your Complaint has been sent to the Adults, Culture and Community Services Complaints Team for consideration. For further information please contact the Adults, Culture and Community Services Complaints Team by email [acc.complaints@haringey.gov.uk](mailto:acc.complaints@haringey.gov.uk) or by telephone on 020-8489-3398, quoting the Feedback Acknowledgement Ref. below.

Complaint Reference Number: HC-099999

### DETAILS OF YOUR COMPLAINT

Feedback Area: Parks

Service: Adults, Culture and Community Services

Type: Complaint

Feedback Details: Ongoing noise from Chestnuts Community centre, particularly Saturday nights, and all day Sunday - door wide open means noise levels high. Please see my previous emails sent 17 March, 4 July, 18 July for which I await a response

What would you like us to do:

Would you like us to do anything else: get them to keep the doors closed or invest in some soundproofing or aircon, plus acknowledge and respond to me concerns

### YOUR DETAILS

Title: Ms

First Name: Kate

Middle Initial:

Last Name: Jones

Contact Method: E

House Name: Flat 22 Turners Court

House Number:

Street: 168 Cornwall Road

Town: London

County:

Postcode: N15 5AH

Daytime Tel No:

Evening Tel No:

Email: [katejones01@btinternet.com](mailto:katejones01@btinternet.com)

Are you giving feedback on behalf of some else: N

#### EQUAL OPPORTUNITIES DETAILS

No information supplied

The [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) mailbox is not monitored. Please do not reply to this e-mail. If you wish to contact the Council regarding this form application, please use the contact details provided elsewhere in this e-mail, or visit <http://www.haringey.gov.uk/contact> for more contact information.

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**Kate Jones**

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**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:28  
**To:** Kate Jones  
**Subject:** Fw: Chestnuts Park

--- On Sun, 18/7/10, Katy Jones <katejones01@btinternet.com> wrote:

**From:** Katy Jones <katejones01@btinternet.com>  
**Subject:** Chestnuts Park  
**To:** [parks@haringey.gov.uk](mailto:parks@haringey.gov.uk)  
**Date:** Sunday, 18 July, 2010, 16:58

Dear Sir/madam

I would like to make a formal complaint regarding the noise from the community centre in Chestnuts Park. I live opposite the centre and am regularly disturbed by loud noise from the centre, both during the day and at night. I have made 3 complaints to Haringey council via the website and out-of-hours noise patrol, but have yet to receive a response.

A last Saturday I was kept awake until 1.30am by loud noise music, including a man shouting over the PA system. The following morning at 10.30am one of the many church services started with loud drumming and chanting. Sunday is particularly bad, as there seem to be several services throughout the day and evening, each accompanied by loud chanting and music.

Part of the problem is that in the warmer weather, the community centre opens all the doors and windows, thus making the noise problem 10 times worse. I am unable to use my balcony, the noise can be heard over my TV and I regularly have to keep my windows shut and sleep with earplugs in (despite having double glazing). Surely the council can install some air conditioning or ensure that the doors are kept shut to reduce noise nuisance to nearby residents? I do not consider it fair that the community centre noise imposes such restrictions on my ability to enjoy my home.

I appreciate that the community centre is a valuable resource for the community, but surely you must also consider the negative impact it has on local residents and arrange some kind of enforcement of noise nuisance.

I await your response

regards

Kate Jones



## Kate Jones

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:25  
**To:** Kate Jones  
**Subject:** FW: Chestnuts Park Community Centre

--- On Mon, 27/9/10, Kate Jones <Kate.Jones@familymosaic.co.uk> wrote:

**From:** Kate Jones <Kate.Jones@familymosaic.co.uk>  
**Subject:** FW: Chestnuts Park Community Centre  
**To:** "katejones01@btinternet.com" <katejones01@btinternet.com>  
**Date:** Monday, 27 September, 2010, 13:50

**From:** Clare Minogue [mailto:clareminogue@yahoo.co.uk]  
**Sent:** 27 September 2010 13:49  
**To:** Kate Jones  
**Subject:** Fwd: Chestnuts Park Community Centre

FYI

Sent from my iPhone

Begin forwarded message:

**From:** "Cllr Kober Claire (Leader of the Council)" <Claire.Kober@haringey.gov.uk>  
**Date:** 15 December 2009 10:27:46 GMT  
**To:** <clareminogue@yahoo.co.uk>  
**Subject:** RE: Chestnuts Park Community Centre

Dear Ms Minogue

Thank you for copying me into your email to David Lammy MP regarding your concerns over Chestnuts Park Community Centre.

The premises has permission for the following licensable activities and timings: Supply of Alcohol from Monday to Sunday: 1200 to 0130, The provision of Regulated Entertainment: Boxing or Wrestling Entertainment from Monday to Sunday: 1000 to 0000, Provision of Facilities for Making Music from Monday to Saturday: 1200 to 2330 & Sunday: 1200 to 2230, Live Music, Recorded Music, Performances of Dance, anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar

description to that of making music or dancing from Monday to Sunday: 1200 to 0130 and Provision of Late Night Refreshment from Monday to Sunday: 2300 to 0130.

The premises has also applied for a number of Temporary Event Notices (TEN) which permit licensable activities beyond the normal hours of the licence. A TEN is not a permission to create a nuisance. Please see attached a copy of the licence.

The Licensing team would always advise residents and "interested parties" that if a premises is causing a nuisance, whether or not it is a licensed premises, they should always report it to the Enforcement Response (Noise) team and that for a licensed premises there is always the option of a review of that licence (please find further information attached).

If a resident would like to submit a review application, they are required to offer some evidence of the problems they are experiencing, this will then be substantiated by any evidence from the Enforcement Response team.

There has been a history of noise complaints about Chestnut Community Centre and Enforcement Response duty officers have been asked to respond to complaints with a visit as a matter of priority.

The current situation is that a warning letter for loud music was issued on 19 August 2009 as a result of noise from the centre being witnessed by one of our officers. A warning letter was also issued on 27 July 2008. Previously, following reports that the centre was playing music outside their permitted hours, advisory letters were sent in February and March 2008.

The most recent complaint was received on 29 November 2009 which was from yourself but on this occasion the Enforcement Response duty officers were unable to make contact with you to investigate further. The importance of duty officers visiting to investigate every complaint in future has been emphasised. It is the policy of this service to provide interventions that will provide relief from noise nuisance on the night and it is a very rare that officers cannot enter a premises due to risk. The service has been supported by police officers at the weekends for approximately 2 years. This partnership working has enabled enforcement response officers to enter premises, including Chestnuts Community Centre in the past to provide interventions on the night.

In regards to the toilet facilities at the Chestnut Community Centre, both male and female toilet facilities are provided at premises and as you rightly state, facilities are also available in the Park. We are therefore concerned about your allegation that party guests are not using the facilities provided but are instead urinating outside and behind the Centre. We also note your accusation that guests at the Centre discard food waste and litter on the street.

Corporate Property Services will write to the tenants requesting that they take appropriate action to resolve the matter and to remind them of their obligation to comply with the "terms and condition of the lease", which include amongst other things conditions about not causing annoyance, nuisance to neighbours and litter.

I trust the above is of assistance. However, if you have any further questions, please do not hesitate to contact me again.

Yours sincerely

Claire Kober

Leader

Haringey Council

River Park House

225 High Road

London N22 8HQ

Tel: 020 8489 2964

[claire.kober@haringey.gov.uk](mailto:claire.kober@haringey.gov.uk)

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**From:** Clare Minogue [mailto:[clareminogue@yahoo.co.uk](mailto:clareminogue@yahoo.co.uk)]  
**Sent:** 29 November 2009 03:34  
**To:** [mail@davidlammy.co.uk](mailto:mail@davidlammy.co.uk)  
**Cc:** Cllr Kober Claire (Leader of the Council)  
**Subject:** Chestnuts Park Community Centre

Dear Mr Lammy,

I live in a block of flats opposite Chestnuts community centre. (st Ann's Rd/Cornwall RD N15).

The centre is used a great deal which is great.

The centre is regularly hired out for funerals, weddings, club nights and dance hall nights. These events are well attended with up to 300 people at a time.

Unfortunately the parties are resulting in the following problems.

1. People eating food in their cars and disposing of paper plates, food wrappers and cans on the pavement.
2. People urinating outside the building and in the street on two occasions outside the door to our block, both

male and females, these are guests at Chestnuts! at funeral and weddings!. One the one occasion i asked a woman to stop goign to the loo outside our front door and to respect the neighbourhood i received abuse and threats, so i haven't approached anyone since.

### 3.Excessive noise from music after 11pm.

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I really don't like food and litter the and the smell of stale urine around the back of the centre is really unpleasant and it is equally unpleasant to see grown men using the park as a loo. There are loos in there so I'm really unsure why this happens.

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2. providing adequate toilet facilities
3. by fining people who are having parties beyond the time they are licenced until and disposing of their waste in the street.
4. If there is any available funding please could you build a community centre with adequate air con so the doors can remain shut and soundproofing and toilets and bins.

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Kind Regards

Clare M

PS: The improvements to Chestnuts park have been great, the play park and planting are really nice. As are the regeneration areas around tottenham, keep up the great work.

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Flat 22 Turners Court  
168 Cornwall Road  
London  
N15 5AH

Complaints Department  
London Borough of Haringey  
Civic Centre  
High Road  
Wood Green  
London  
N22 8LE

3 October 2010

Dear Sir or Madam

**Re: Chestnuts Community Centre**

I contacted the council on three occasions over the summer to complain about the noise from Chestnuts Community Centre. I also had to call out noise patrol on one occasion, which resulted in them writing to the community centre to warn them about the noise.

I received a response from you in August, advising that you would also contact the community centre about the noise.

I am afraid that the situation has not improved over the last few weeks. Whilst sometimes the noise has been reduced by the community centre keeping the doors closed, the noise levels are still causing a disturbance. This afternoon the doors are wide open and all I can hear is loud drumming, singing and music. It is completely unacceptable. This is a regular occurrence on a Sunday when the numerous church services held in the centre mean that I am disturbed from early morning, right through the day and into the evening by loud chanting, singing and drumming.

There have been numerous Saturday evenings when the loud bass has gone on until the small hours. When I call the community centre to ask them to turn down the music, they are rude and often just hang up on me. As a result, I have had to buy earplugs to wear to sleep in, despite the fact that I have double glazing.

/...2

Page 2

The man from noise patrol was very helpful and said that the glass roof on the centre was clearly contributing to the noise levels. Surely the council can make the centre take steps to soundproof itself to reduce the noise?

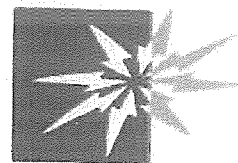
I understand from neighbors that there have been numerous complaints about the community centre over the year yet the council has allowed the problem to continue. I would be grateful if you could look into this issue as I am not prepared to live with this level of noise and disturbance.

Yours faithfully

Kate Jones



Enforcement Response - Enforcement Service  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000  
Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Head of Enforcement Service - Robin Payne

**Haringey** COUNCIL

Ms Jones  
Flat 22, Turners Court  
168 Cornwall Road  
London  
N15 5AH

Our ref: UE/ENF WK/000126508

Date: 28th February 2011

Contact: Enforcement Response  
Team

Tel: 020 8489 1000

email: [enforcement.response](mailto:enforcement.response)

Dear Ms Jones

Re: Environmental Protection Act 1990 (complaint of noise nuisance)  
Address: Chestnut Community Project, St Anns Road, N15

I refer to your complaint made on 28th February 2011 at 03:00hrs, regarding noise coming from the above premises.

We regret that no officer was on duty at the time your call was received and apologise that we were unable to investigate your complaint on this occasion.

If you wish to discuss this matter please call 020 8489 1000 and speak to one of our customer services representatives.

Should there be a repetition of the noise, please call 020 8489 1000 during the hours of 9am to 5pm Monday to Friday or the Council's out of hours number 020 8348 3148 at all other times.

Yours sincerely,

  
Enforcement Response Team

NS1 rev: February 2011

If you would like to comment about the service you receive, please complete our online survey [www.haringey.gov.uk/enforcementconsultations](http://www.haringey.gov.uk/enforcementconsultations)

**Kate Jones**

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**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:26  
**To:** Kate Jones  
**Subject:** Fw: Your Complaint

--- On Sun, 8/8/10, [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)> wrote:

**From:** [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)>  
**Subject:** Your Complaint  
**To:** [katejones01@btinternet.com](mailto:katejones01@btinternet.com)  
**Date:** Sunday, 8 August, 2010, 14:43

Thank you for your Complaint

Your Complaint has been sent to the Adults, Culture and Community Services Complaints Team for consideration. For further information please contact the Adults, Culture and Community Services Complaints Team by email [acc.complaints@haringey.gov.uk](mailto:acc.complaints@haringey.gov.uk) or by telephone on 020-8489-3398, quoting the Feedback Acknowledgement Ref. below.

Complaint Reference Number: HC-099999

#### DETAILS OF YOUR COMPLAINT

Feedback Area: Parks

Service: Adults, Culture and Community Services

Type: Complaint

Feedback Details: Ongoing noise from Chestnuts Community centre, particularly Saturday nights, and all day Sunday - door wide open means noise levels high. Please see my previous emails sent 17 March, 4 July, 18 July for which I await a response

What would you like us to do:

Would you like us to do anything else: get them to keep the doors closed or invest in some soundproofing or aircon, plus acknowledge and respond to me concerns

#### YOUR DETAILS

Title: Ms

First Name: Kate

Middle Initial:

Last Name: Jones

Contact Method: E

House Name: Flat 22 Turners Court

House Number:

Street: 168 Cornwall Road

Town: London

County:

Postcode: N15 5AH

Daytime Tel No:

Evening Tel No:

Email: [katejones01@btinternet.com](mailto:katejones01@btinternet.com)

Are you giving feedback on behalf of some else: N

#### EQUAL OPPORTUNITIES DETAILS

No information supplied

The [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) mailbox is not monitored. Please do not reply to this e-mail. If you wish to contact the Council regarding this form application, please use the contact details provided elsewhere in this e-mail, or visit <http://www.haringey.gov.uk/contact> for more contact information.

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## Kate Jones

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**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:28  
**To:** Kate Jones  
**Subject:** Fw: Chestnuts Park

--- On Sun, 18/7/10, Katy Jones <[katejones01@btinternet.com](mailto:katejones01@btinternet.com)> wrote:

**From:** Katy Jones <[katejones01@btinternet.com](mailto:katejones01@btinternet.com)>  
**Subject:** Chestnuts Park  
**To:** [parks@haringey.gov.uk](mailto:parks@haringey.gov.uk)  
**Date:** Sunday, 18 July, 2010, 16:58

Dear Sir/madam

I would like to make a formal complaint regarding the noise from the community centre in Chestnuts Park. I live opposite the centre and am regularly disturbed by loud noise from the centre, both during the day and at night. I have made 3 complaints to Haringey council via the website and out-of-hours noise patrol, but have yet to receive a response.

A last Saturday I was kept awake until 1.30am by loud noise music, including a man shouting over the PA system. The following morning at 10.30am one of the many church services started with loud drumming and chanting. Sunday is particularly bad, as there seem to be several services throughout the day and evening, each accompanied by loud chanting and music.

Part of the problem is that in the warmer weather, the community centre opens all the doors and windows, thus making the noise problem 10 times worse. I am unable to use my balcony, the noise can be heard over my TV and I regularly have to keep my windows shut and sleep with earplugs in (despite having double glazing). Surely the council can install some air conditioning or ensure that the doors are kept shut to reduce noise nuisance to nearby residents? I do not consider it fair that the community centre noise imposes such restrictions on my ability to enjoy my home.

I appreciate that the community centre is a valuable resource for the community, but surely you must also consider the negative impact it has on local residents and arrange some kind of enforcement of noise nuisance.

I await your response

regards

Kate Jones