



A G E N D A

LICENSING SUB-COMMITTEE

Wednesday 1 December 2021 at 11.00 am
Council Chamber, Town Hall, Royal Tunbridge Wells, Kent TN1 1RS

Members: Councillor Backhouse (Chairman), Councillors Atwood and Funnell

Quorum: 3 Members

- 1 Chairman's Introduction** (Pages 3 - 4)
Announcement on procedural matters.
- 2 Apologies for Absence** (Pages 5 - 6)
Apologies for absence as reported.
- 3 Declarations of Interest:** (Pages 7 - 8)
To receive any declarations of interest by members in items on the agenda. For any advice on declarations of interest, please contact the Monitoring Officer.
- 4 21/02689/REVIEW - Determination of an application for a review of the premises licence for Colebrook Park, Colebrook Lakes, Land east of Kingstanding Way, Royal Tunbridge Wells, TN2 3UP** (Pages 9 - 234)

Democratic Services Team

Town Hall
ROYAL TUNBRIDGE WELLS
Kent TN1 1RS
Tel: (01892) 554413

Attending Meetings

Meetings are held in the town hall and are webcast live online.

Any member of the public may attend to watch/listen in person or online live via our website on the relevant committee's meeting page. A recording of the meeting will also be available shortly after the end of the meeting.

All meetings and agenda are open to the public except where confidential information is being discussed. The agenda of the meeting will identify whether any meeting or part of the meeting is not open to the public and explain why.

Speaking at Meetings

Members of the public are encouraged to participate and may speak to the Council directly on any item on the agenda for up to 3 minutes. Members of the public (and any members of the Council who are not members of the committee) will need to register with Democratic Services in advance. Please see the agenda item titled **Notification of Persons Registered to Speak** for more details.

Coming to the Town Hall

All visitors attending a public meeting at the Town Hall should report to Reception via the side entrance in Monson Way no earlier than 15 minutes before the start of the meeting.

Seating will be allocated on a first-come-first-serve basis. The Council may alter the number and location of available seats if necessary on safety or public health grounds.

The public proceedings of this meeting will be recorded and made available for playback on the Tunbridge Wells Borough Council website. Any other third party may also record or film meetings, unless exempt or confidential information is being considered, but are requested as a courtesy to others to give notice of this to the Clerk before the meeting. The Council is not liable for any third party recordings.

Further details are available on the website www.tunbridgewells.gov.uk/meetings or from Democratic Services

If you require this information in another format please contact us, call 01892 526121 or email committee@tunbridgewells.gov.uk

Chairman's Introduction

For Licencing Sub Committee hearing on Wednesday 1 December 2021

Procedural Item

Announcement on procedural matters.

This page is intentionally left blank

Apologies for Absence

For Licencing Sub Committee hearing on Wednesday 1 December 2021

Procedural Item

To receive any apologies for absence.

This page is intentionally left blank

Declarations of Interest

For Licencing Sub Committee hearing on Wednesday 1 December 2021

Procedural Item

To receive any declarations of interest by members in items on the agenda in accordance with the Members' Code of Conduct. For any advice on declarations of interest, please contact the Monitoring Office before the meeting.

This page is intentionally left blank

Determination of an application for a review of the premises licence for Colebrook Park, Colebrook Lakes, Land east of Kingstanding Way, Royal Tunbridge Wells, TN2 3UP

For Licensing Sub Committee on 1st December 2021

Summary

Lead Member: Councillor Bob Backhouse

Lead Director: Paul Taylor, Director of Change and Communities

Head of Service: Gary Stevenson, Head of Housing, Health and Environment

Report Author: Trevor Horner, Licensing Officer

Classification: Public document (non-exempt)

Wards Affected: Sherwood

Approval Timetable	Date
Management Board	N/A
Portfolio Holder	N/A
Licensing Sub Committee	1 st December
Cabinet	N/A

Recommendations

Officer / Committee recommendations as supported by the Portfolio Holder:

1. That Members determine the review application and take such steps as the Sub-Committee consider necessary for the promotion of the licensing objectives, giving appropriate weight to:
 - The merits of the review application.
 - The representations and supporting information presented by all parties.

- The Guidance issued by the Home Office under Section 182 of the Licensing Act 2003.
- The Council's Statement of Licensing Policy.

1. Purpose of report and executive summary

- 1.1 This report sets out details of an application for a review of a premises licence, made under the provisions of Section 51 of the Licensing Act 2003.
- 1.2 In accordance with the provisions of Section 52(2) of the Licensing Act 2003 the licensing authority must hold a hearing to determine an application for a review of a premises licence.

2. Introduction and background

- 2.1 On 13 October 2021 an application was received from Mr Duncan Haynes, Environmental Protection, a responsible authority, for a review of the premises licence for Colebrook Park, Colebrook Lakes, land East of Kingstanding Way, Royal Tunbridge Wells, TN2 3UP. A copy of the application form is attached at **Appendix A**. The application was accompanied by supporting documents attached at **Appendix B (complaints) and C (maps and photos)**.
- 2.2 In accordance with the requirements of the Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005, a public notice was displayed at the premises and surrounding area for a period of 28 consecutive days with the closing date for representations being 9 November 2021. A notice was also placed on the local authority website and displayed on the Council building.
- 2.3 During the 28 day public consultation period responsible authorities or other persons may make representations in connection with one or more of the licensing objectives, which are:
 - Prevention of crime and disorder
 - Prevention of public nuisance
 - Public safety
 - Protection of children from harm
- 2.4 Providing that the grounds for the representation are relevant to the promotion of one or more of the licensing objectives and, in the case of interested parties, are not vexatious, frivolous or repetitive, a hearing must be held to review the licence.
- 2.5 The premises known as Colebrook Park has the benefit of a premises licence under the provisions of the Licensing Act 2003, which authorises the carrying out of licensable activities as per the premises licence attached at **Appendix D**.
- 2.6 The premises licence allows for the following category of events to take place:

Category 1 event:

A Category One event is an event taking place on a Friday, Saturday and/or Sunday where:

- Live music is provided indoors and outdoors until 23:00, and indoors only until 03:00 on the Friday and Saturday, and indoors only until 24:00 on the Sunday; or
- Recorded music is provided indoors and outdoors until 23:00 and indoors only until 03:00 on the Friday and Saturday, and indoors only until 24:00 on the Sunday; or
- The capacity of the event (on any given day) is more than 1500, but less than 4999 not including staff and contractors

Category 2 event:

A Category Two event is an event taking place Friday, Saturday and/or Sunday where:

- Live music is provided indoors and outdoors and ceases at 23:00 on the above-mentioned days; or
- Recorded music is provided indoors and outdoors and ceases at 23:00 outdoors on the above-mentioned days and indoors at 01.00 ; or
- The capacity of the event (on any given day) is more than 1500, but less than 4999 not including staff and contractors.

Category 3 event:

A Category Three event is any event taking place on any day or consecutive days where:

- The capacity of the event (on any given day) is less than 1500 not including staff and contractors.
- Live music shall not be provided outdoors after 23:00
- Recorded music shall not be provided outdoors after 23:00
- There are no restrictions on the number of category 3 events

Agenda Item 4

- 2.7 **The applicant has called for a review of the premises licence as the operation of the site for Category 3 (small) events that are held under the current licence have caused an ongoing and unacceptable public nuisance generated by noise from music to residential premises over a wide area.**
- 2.8 The grounds for the review are based on the Licensing Objective – **Prevention of Public Nuisance**
- 2.9 During the 28-day consultation period the local authority received **35** relevant representations supporting the review application, attached at **Appendix E** and **6** relevant representations in support of the premises licence holder, Mr Nick Love, attached at **Appendix F**.
- 2.10 No other relevant representations were received from responsible authorities or other persons within the 28 day consultation period prescribed by the Act.
- 2.11 On 8 November 2021 the premises licence holder, Mr Nick Love submitted a response to the review application, attached at **Appendix G**. Mr Love also submitted a Colebrook Lakes Noise Management report, attached at **Appendix H**.
- 2.12 The applicant requests that the Licensing Sub Committee consider the imposition on Category 3 events of a combination of the suggested measures as set out in their application at **Appendix A**, to successfully resolve the noise issues.
- 2.13 The Guidance to Licensing Authorities issued by the Home Office under Section 182 of the Licensing Act 2003 advises that it is imperative that the Licensing Authority ensures that the factors which form the basis of its determination are limited to considerations of the promotion of the licensing objectives and nothing outside of those parameters.
- 2.14 The authority's determination should be evidence-based, justified as being appropriate to the promotion of the licensing objectives and proportionate to what it is intended to achieve.
- 2.15 Moreover, decisions made in accordance with the provisions of the Licensing Act 2003 must not replicate or seek to enforce the statutory provisions of other legislation.

3. Available options

- 3.1 Modify the conditions of the premises licence.
- 3.2 Exclude a licensable activity from the premises licence.
- 3.3 Remove the Designated Premises Supervisor.
- 3.4 Suspend the licence for a period not exceeding three months.
- 3.5 Revoke the premises licence.
- 3.6 Reject the application for review.

3.7 Reject the whole or part of the application.

4. Preferred Option and Reason

4.1 That Members determine the application, and take such steps as the Sub-Committee consider necessary for the promotion of the licensing objectives, giving appropriate weight to:

- The merits of the application.
- The representations and supporting information presented by all parties.
- The Guidance issued by the Home Office under Section 182 of the Licensing Act 2003.
- The Council's Statement of Licensing Policy.

5. Consultation on Options

5.1 Other than the statutory consultation described in Part 2 of the report above, no other consultation is required by the Licensing Act 2003.

6. Implementation

6.1 The Chairman will announce the Sub-Committee's decision prior to the conclusion of the hearing.

6.2 The applicant, any person who made relevant representations and the chief officer of police will subsequently receive written confirmation of the decision.

6.3 A copy of the Decision Notice will be placed on the Council's website.

6.4 In accordance with the provisions of Section 181 and Schedule 5, Licensing Act 2003 the applicant and any person who made a relevant representation has a right to appeal the decision made by the Licensing Authority. The appeal must be made to the Magistrates' Court within a period of twenty-one days from the date on which the appellant receives notification of the decision from the licensing authority.

7. Appendices and Background Documents

Appendices:

- Appendix A: Review Application form
- Appendix B: Email complaints

- Appendix C: Maps and Photos
- Appendix D: Premises Licence
- Appendix E: Representations supporting the review
- Appendix F: Representations supporting Mr Love
- Appendix G: Mr Love's response to review
- Appendix H: Colebrook Lakes Noise Management report

Background Papers:

- Revised Guidance issued under Section 182 of the Licensing Act 2003
<https://www.gov.uk/government/publications/explanatory-memorandum-revised-guidance-issued-under-s-182-of-licensing-act-2003>
- TWBC Statement of Licensing Policy
https://tunbridgewells.gov.uk/_data/assets/pdf_file/0006/394593/Ratified-Statement-of-Licensing-Policy-V1-2021-2026.pdf
- LGA Licensing Act 2003 – Councillors handbook (England and Wales)
<https://www.local.gov.uk/publications/licensing-act-2003-councillors-handbook-england-and-wales>

8. Cross Cutting Issues

A. Legal (including the Human Rights Act)

Licensing Act 2003

The Licensing Act 2003 at section 4(1) requires the Licensing Authority to carry out its functions with a view to promoting the Licensing Objectives which Section 4(2) sets out as:-

- a) The prevention of crime and disorder
- b) Public safety
- c) The prevention of public nuisance
- d) The protection of children from harm

Agenda Item 4

The Sub-committee is permitted under Section 18 (3) of the Licensing Act 2003, having had regard to relevant representations, to take such steps, as it considers necessary, for the promotion of the licensing objectives.

Section 18(3) of the Licensing Act 2003 states 'where relevant representations are made, the authority must:-

- (a) hold a hearing to consider them, unless the authority, the applicant and each person who has made such representations agree that a hearing is unnecessary, and
- (b) having regard to the representations, take such of the steps mentioned in subsection (4) (if any) as it considers necessary for the promotion of the licensing objectives.

Section 4(3) of the Licensing Act also requires the Licensing Authority to have regard to the published statement of the Licensing Policy and any guidance issued by the Secretary of State under section 182

Each application that comes before the Sub-Committee must be treated on its own merits, and the Sub-Committee must take its decision based upon:

- a) The merits of the application
- b) The promotion of the four licensing objectives
- c) The policy of the Licensing Authority
- d) The Guidance issued under Section 182 of the Licensing Act 2003
- e) All valid representations made

Whilst the applicant, responsible authorities or persons making representations all have a right of appeal to the Magistrates Court dependant on the decision of the Sub Committee, the decision made takes immediate effect.

Human Rights Act

Article 1 of the First Protocol is concerned with the protection of property and provides that every person is entitled to peaceful enjoyment of his possessions. The term 'possessions' is given a broad definition and includes a licence.

Article 8 is concerned with the right to respect for private and family life. It states that Everyone has the right to respect for his private and family life, his home and his correspondence. There shall be no interference by a public authority with the exercise of this

Agenda Item 4

right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others. The Council has had the proper regard for Article 8.

Article 6 relates to the right to a fair hearing. The applicant has seen this report prior to this hearing and is aware of the reason why the Sub-Committee is considering this application. [Report author to insert comment on legal issues including what is the legal authority for this decision or report, what if any are the legal implications? Seek legal advice when completing. The relevant legal officer must sign off the report before it is submitted to Democratic Services.]

Robin Harris, Contentious Team leader, 15.11.2021

B. Finance and Other Resources

No implications

Trevor Horner, report author, 15.11.2021

C. Staffing

No implications

Trevor Horner, report author, 15.11.2021

D. Risk Management

No implications

Trevor Horner, report author, 15.11.2021

E. Environment and Sustainability

No implications

Trevor Horner, report author, 15.11.2021

F. Community Safety

Premises' licence reviews provide for appropriate formal oversight when licensing conditions may have been breached.

Section 17, Crime and Disorder Act 1998

17(1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Terry Hughes, Community Safety manager, 15.11.2021

G. Equalities

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users

No implications

Trevor Horner, report author, 15.11.2021

H. Data Protection

Article 5, General Data Protection Regulation 2016

- 1. Personal data shall be:*
 - (a) processed lawfully, fairly and in a transparent manner in relation to the data subject;*
 - (b) collected for specific, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;*
 - (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;*
 - (d) accurate and, where necessary, kept up to date;*
 - (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;*
 - (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.*

No implications.

Trevor Horner, report author, 15.11.2021

I. Health and Safety

No implications

Trevor Horner, report author, 15.11.2021

J. Health and Wellbeing

No implications - Trevor Horner, report author, 15.11.2021

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
 If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

Duncan Haynes

(insert name of applicant)

apply for the review of a premises licence under section 51 under section 87 of the Licensing Act 2003 for the premises described in Part 1 below.

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description			
Colebrook Park Colebrooke Lakes Land East Of Kingstanding Way Royal Tunbridge Wells Kent TN2 3UP			
Post town	Tunbridge Wells	Post code (if known)	TN2 3UP

Name of premises licence holder or club holding club premises certificate <i>(if known)</i>	
Mr Robert Sheridan Bowie Honnington Farm Vauxhall Lane Southborough Royal Tunbridge Wells Kent TN4 0XD Mr Iain Nicholas Love 17 Franklin Road Brighton BN2 3AD	
Number of premises licence or club premises certificate <i>(if known)</i>	
19/04133/LAP RE	

Part 2 – Applicant Details

I am

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority
(please read guidance note 1, and complete (A) or (B) below)
- 2) a responsible authority *(please complete (C) below)*
- 3) a member of the club to which this application relates *(please complete (A) below)*

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other title (for example, Rev.)
Surname				
First names				
I am 18 years old or over				<input type="checkbox"/> Please tick ✓ yes
Current postal address				
Post town		Post code		
Daytime contact telephone number				
Email address (optional)				

(B) DETAILS OF OTHER APPLICANT

Name	
Address	
Telephone number (if any)	
Email address (optional)	

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name	Duncan Haynes Environmental Protection Team Leader
Address	Town Hall Tunbridge Wells Kent TN1 1RS
Telephone number (if any)	01622 602766
Email address (optional)	Duncan.haynes@midkent.gov.uk

This application to review relates to the following licensing objective(s)

Please tick one or more boxes ✓

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please state the ground(s) for review (please read guidance note 2)

The operation of the site for the Category 3 (small) events that are held under the current license have caused an ongoing and unacceptable public nuisance generated by noise from music to residential premises over a wide area. The Environmental Protection Team has worked with the licensee to resolve these matters in the run up to and during the course of the 4 events held this year but the problems have not been resolved.

The review is therefore focused specifically on the category 3 (small) events which have caused the problems and seeks to add controls to them. This is justified and proportionate in seeking to add controls only to the elements of the license that that have caused the public nuisance:

The Environmental Protection Team requests that the review panel consider the imposition on category 3 events of a combination of the suggested measures below to successfully resolve the noise issues. These measures may be used in isolation or combined to be most effective.

- Remove the music outside/inside distinction, this is erroneous. There is no effective inside on the site, the most important thing is to control noise levels.
- Reduce capacity to 500 from 1500. This would mean music could be played at a lower level without complaint.
- Reduce finishing time to 23:00 hours or 0:00. This would ensure if residents were disturbed it would be for a limited time.
- Limit Cat 3 events to 1 night only on a Friday or Saturday. This would ensure that if residents are disturbed it would only be for 1 night of any weekend.
- Limit Cat 3 events to 6 per annum with a minimum of 4 calendar weeks between events. This would ensure that if residents are disturbed it is for a limited number of incidents with a suitable respite period.
- Remove category 3 events altogether. This would ensure residents are only disturbed by the permitted large events.
- Condition the creation and implementation of a noise management plan for cat 3 events. This to include but not be limited to,
 - use of an in-house sound system agreed with the EP Team (including suppression systems to prevent unauthorized tampering and band pass filters set to prevent bass issues),
 - Setting sound levels to a level to be agreed with EH
 - Sound levels on site are controlled by an in house sound engineer.
 - Limit the number of stages and specify their locations and orientation on site.
 - Additional fixed monitoring units to cover the gaps in the current system.
 - Fixed monitoring units to stages to check the levels of individual stages.
 - Provision of a dedicated complaints line that will be manned for the duration of the event and responded to.

This would require the operator to take the control that has been discussed with EH but has not been implemented

Please provide as much information as possible to support the application

(please read guidance note 3)

The Colebrook Lake site holds a wide ranging license to conduct events ranging from Category 1 (the largest) to Category 3 (the smallest). The level of disturbance and therefore the level of restriction placed on these events reduces from 1 to 3 to the extent that there is very little restriction on the category 3 events. This on the basis that they should cause no or minimal disturbance to residents in the locality and for all practical purposes be inaudible. It is on that premise that the council has felt able to give permission for a small number of large events that it is acknowledged will cause significant disturbance in addition to the category 3 events. If these category 3 events cannot be held as described and intended, then further regulation of them will be required to protect residents. The current terms of the license for these events are:

A Category Three event is any event taking place on any day or consecutive days where:

- . The capacity of the event (on any given day) is less than 1500 not including staff and contractors.*
- . Live music shall not be provided outdoors after 23:00*
- . Recorded music shall not be provided outdoors after 23:00*

There is general provision for music to be played inside until 03:00 hours, for the purposes of this license a marquee style structure is counted as inside. This was on the basis that this would reduce numbers of attendees and thus music noise. This has not been the real life result and is out of step with general licensing view of what would constitute an inside event. This distinction should therefore be removed from the license.

No category 1 or 2 events have been undertaken in 2020 or 2021 due to the pandemic, however 5 category 3 events have been held in August and September 2021 and it those events which are the subject of this review.

The events were held on:

- 7 – 9th August 2021 D festival
- 14-16th August 2021
- 21 August 2021
- 27-29th August 2021 Alfresco
- 18/19th September

Extracts from resident emails are included in this review document to give an indication of the experiences they describe. The full content of emails from residents detailing their experiences in response to requests for information by the EP team are included as Appendix 1

The first event was a one stage festival with stage orientation away from the nearest residential premises. On the 6 August 2021 a site visit was made by an EP officer. The officer noted that a standard F1 system was being used and was facing in the general direction of the boundary with the Tonbridge and Malling Borough. The fact that the speaker set up was not the type that was anticipated was raised at this point. There were also no hay bales in use to provide any insulation around the rear and sides of the speaker arrays. The officer stressed the importance of ensuring that the event was not audible and that the DJ was prevented from raising levels.

At the time of the event no complaints were received to Tunbridge Wells Borough Council with 1 being received by Tonbridge and Malling from one of their residents. Since the event the council has been contacted by 7 residents from Tunbridge Wells predominantly in the Vauxhall Lane area. They describe the impact of the festival as

Noise from early evening till 3am the next day. Loud booming music that was of high enough volume to disturb sleep.

Very hot night all windows open. Music was continuous from early evening but much more noticeable when trying to get to sleep from about 10.30. Noticed it in the Friday even worse on the sat night.

Appendix A

The locations of complaints for each event are shown on the maps presented in Appendix 2. Post codes only have been plotted to ensure that individual properties cannot be easily identified thus complying with GDPR so if there is more than one complaint from the same postcode it will only show once. We have included the numbers of complainants for each event in the main papers.

The overall numbers of complaints for each event are made up of those received on the night of each individual event, and those collated in the preparation of the review papers where EH contacted all of the complainants and asked them to give detailed information about how they were affected. Not all complainants contacted us on the night of each event but were then able to provide information about the impact each had had after they had been completed.

Following the first event EP officers were in contact with the operator and advised that there was a complaint. Advice was given on the number of fixed permanent Sound Level Meters (SLM) and the subsequent improved accuracy of the "virtual" SLMs (computer generated predicted levels that use the data from the fixed SLMs).

The second event was held on the 14th to 16th of August 2021. The council received 20 complaints in total about this event from Tudeley, Pembury, Ashenden Walk and Knights Park areas, the council has not received complaints about music noise from these locations in the past. The operator and their consultant have offered the explanation that this may have been caused by a combination of temperature changes and wind direction. The EP team are of the opinion that the main reason for the impact was the use of two marquees, each with two F1 speaker stacks facing in that general direction. The effect of the music on residents has been described as

.....can't use our garden or go for a walk in the Weald given it is extremely irritating and dominates the senses.

In the house, it was less audible (although you could hear it if you listened for it) and you could drown it out with the television or radio (not that we should have to all day on a Saturday).

.....Windows we're closed but it could still be heard in any room in which we didn't have a television or radio on. Both me and my wife couldn't sleep through it and therefore were very tired the next day.

.....I find the noise very distressing. We have recently moved to the area with two young children. One of the attractions was that we were moving to an AONB that was remote. Since we moved in in mid August, we've effectively had to lock ourselves in the house and drown out the sound or go out for the day to avoid it on 50% of Saturdays. In my view, the commercial interests of the farm cannot justify the impact this is having on residents' ability to use their properties and gardens. The duration is also unreasonable given it generates 12-13 hours of constant, thumping base.

Following the second event EP officers again engaged with the site operator and his consultant. Advising that numerous complaints were received (11 initially rising to 20 subsequently) and highlighting that the F1 speaker system was not what we were expecting. The lack of hay bales was also noted. The organiser indicated that the speaker system and lack of hay bales was down to unavailability and a national shortage respectively. The speakers were also not laid out as expected (a quadrangle of speakers with lower volumes) as they were laid out in traditional orientation. Photographs of the lay out at the festival is shown in Appendix 3.

The third event was the Alfresco event held over the bank holiday weekend between the 27-29th August 2021. This comprised of 5 separate music stages on the site each, with a F1 sound system. The main stages and outside stages had hay bales around them, but the system was so big that these were likely to be sub-optimal. The marquee stages had a quadrangle, but this was a doubling of the F1 systems per marquee. The EP team would have liked smaller systems with better screening. The acoustic consultant for the organiser thought that the measures in place should be sufficient. Due to the previous complaints this event was monitored by EH officers at key locations based upon the previous complaints received. The officers concluded that an unacceptable level of noise disturbance for a category 3 event was experienced at nominated receptors. It is acknowledged that if this had been a nominated category 1 event then the sound levels produced would have been within the accepted parameters (with the exception that the music was allowed to go to 3am). However, it was a category 3 event and so should have been effectively inaudible. The officers' subjective observations

of the event are reproduced below.

Friday night Locations

Knights Park

- 1) The first visit 22.05 hrs we could hear music across the spectrum and there was a bass beat that grabbed attention in the 63Hz sometimes by close to 10dB above neighbouring bands. The bass was audible inside the car. Overall LAeq 47dB
- 2) Visit 23.30hrs music is broad spectrum a dominant bass beat at times. Music and traffic noise are the main noise sources. We could occasionally hear cheering. At one stage there were dance type special effects that attracted attention such as "Whoop Whoop Whoop" noises and rapid bass drumbeats. LAeq 46.5dB with some 63hz getting to about 60dB.
- 3) Visited 01.45hrs the level was down but we could still hear bass music inside the car with windows closed. When outside could hear general music. The bass did appear reduced compared with previous occasions. LAeq 40dB and Low levels of 63Hz around 55dB.

Ashenden Walk

- 1) Visited 23.05hrs we could hear the bass beat clearly and could hear it in the car with the doors and windows closed. There was a bit of reflection from some of the surrounding buildings. There were no significant issues to residents, but it was audible and would have been audible inside houses. Overall level 39.5dB the bass was present in the 63Hz region and was significantly above its neighbouring octave bands.
- 2) Visited 01.25hrs music levels audible but relatively low some bass coming through. LAeq 32.5dB but no big spikes in 63Hz though the base is audible was audible in the car with windows open but not distinct with windows closed.

Gimble Way

- 1) Visited 22.30hrs very faint music in places. Inside car with windows open it was not audible. Not a problem for residents. Overall LAeq 35dB.
- 2) Visited 01.07 very faint music just about audible outside would not be a problem inside. The LAeq 30dB was very low. No issues for residents.

Halfmoon Lane

- 1) Visited at 22.50hrs and no music was audible. Overall LAeq 35dB

Other Locations – we had a drive by of Pembury/Tudeley – there was no music audible in places and very light music barely audible in others. No reading taken as this was not necessary as residents of Tudeley and Pembury would have experienced no noise issues.

Saturday night Locations

Knights Park

- 1) Visited 22.40hrs could hear general music though the bass was not too bad initially (it was still audible). Noise levels increased a bit, and some bass beats were distinctly evident. The levels were too loud for a Cat 3 event.
- 2) Visited at 01.10hrs There was some broad-spectrum music noise audible. Could hear saxophone at 01.26 hrs. Could hear cheering of people at the festival. We could clearly hear the bass in the car with the windows closed. We heard a siren noise at 01.40hrs that drew particular attention. The volume tended to go up and down with wind speed. There was a moderate breeze from the direction of the festival. The LAeq was 45dB and there was 63hz level of around 67dB though overall this was Leq 60dB.

Ashenden Walk

- 1) Visited at 23.14hrs there was some general spectrum music and some bass music. There was a fair bit of reflection of surrounding buildings. The general level was quite low at LAeq 40dB but there was a fair bit of bass with the LC-LA being 18dB.
- 2) Quick visit 01.55hrs no readings taken but it was very similar to what we observed earlier.

Gimble Way

- 1) Visited at 22.10hrs music barely audible. LAeq 39dB but this was from distant traffic. Even during lulls in traffic, the music was barely audible. Not an issue for residents.
- 2) Visited at 0.45hrs there was a barely audible bass beat. The main noise source was traffic noise. There was no likelihood of neighbours being disturbed by the music. The LAeq was 34

Old Church Road

- 1) Visit at 22.29hrs music totally inaudible only noise was distant traffic. LAeq 32dB. Not an issue

Other Locations

We had a drive by of Pembury/Tudeley before our first visit as during the previous night there was no music audible in places and very light music barely audible in others. No reading taken as this was not necessary. We would focus on the High Brooms area where we experienced some issues last night.

We had a further drive by for Pembury/Tudeley to make sure that there was no significant change to the situation. It included The Ridgeway, Old Church Road, Halfmoon Lane there were no issues with music or bass from these locations, so no readings were taken.

Sunday night Locations

Knights Park

- 1) Visited at 22.50Hrs. The music levels were not too bad – they were audible but not very loud but increased with wind speed. There were occasions where the 63Hz octave band levels became prominent, but this was for a very short period. At this stage it was audible inside the car with the windows closed. The LAeq varied around 42-44dB the LC-LA was around 16dB.
- 2) Visited 23.50hrs. Music was audible and there was a bit of bass for a short period, but it was the general music that was audible across the spectrum. It was just about audible inside the car. Given the issues on previous nights, the organiser decided that the DJ events would finish at midnight and that background music would run till 02.00 hours. The music stopped just after midnight and was no longer audible. I let the SLM continue to compare the music on levels with the music off levels. LAeq 43dB on and 37dB off. The LC-LA was 18.3dB on and 17.1dB off. We considered the levels would not be an issue for CAT 1 or 2 but probably not good enough for a CAT 3 which should be basically inaudible.

Ashenden Walk

- 1) Visited at 23.35 hrs, music was audible with a bit of bass. We did not consider it to be excessive, but it was a Cat 3 and it is possible that it would be noticed. We did not think the level would be intrusive inside. LAeq 35dB and LC-LA 15.5dB.

Gimble Way

- 1) Visited 22.30 The music was practically inaudible with very faint bass noticeable in traffic lulls. This was considered as not likely to cause any disturbance to neighbours. The LAeq was 33.5dB and there were no relevant octave band issues.

Other Locations

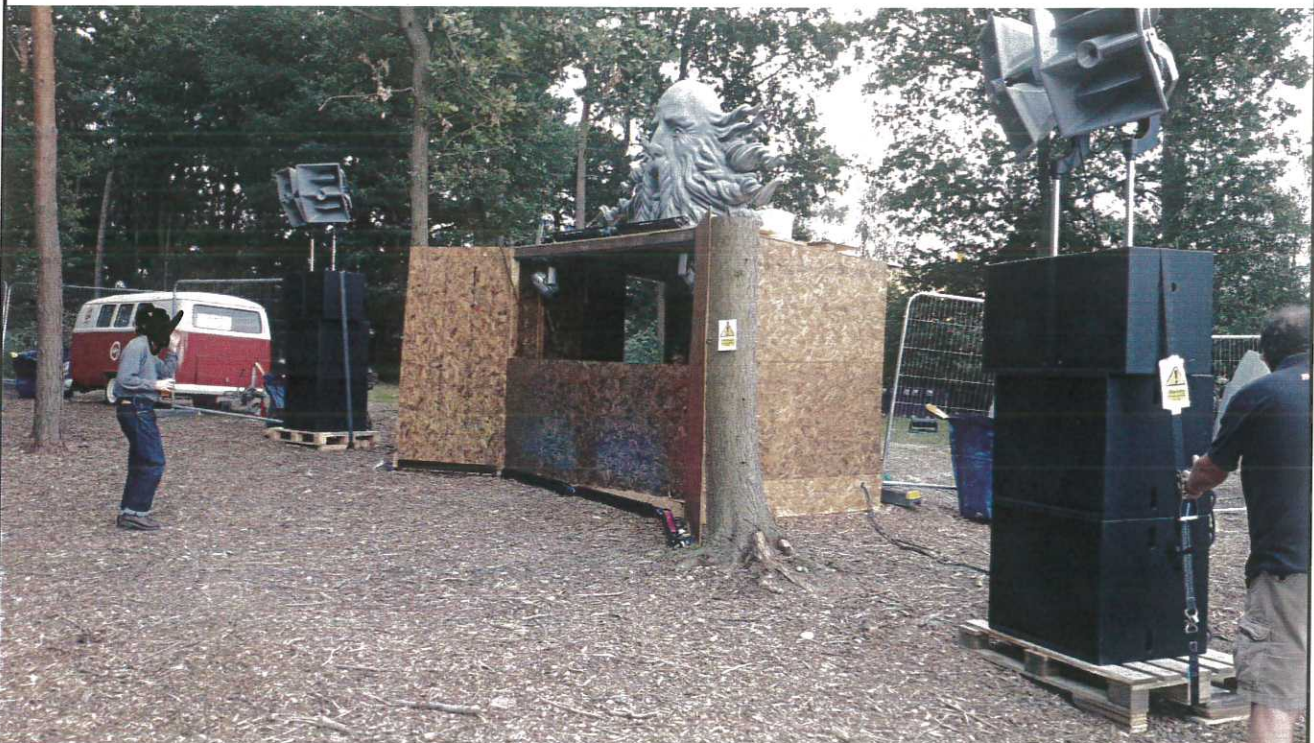
We had a brief visit to Pembury and Tudeley just to make sure that there were no issues there. We did not take any readings but confirm that music was not an issue for these locations.

The council received 37 complaints about this event mainly from the Knights Park and High Brooms areas. The impact on residents was described as music clearly heard including words at times with a bass that could be heard inside even with wind Page 26

The operator again offered explanations for the problems including wind direction and shortage of sound equipment meaning that they could not use the equipment that was originally intended. EP officers believe that the sound energy from doubling the F1 systems meant that effectively the noise from the speakers was able to spread to directions not experienced in the previous concerts. The council also acknowledges that the operator attempted to resolve the problems when notified by officers on the night but was unable to do so to an acceptable level.

Following this event, the operator was contacted by the council by email and by telephone to advise of the results of the monitoring. The operator was asked why there was so much low frequency noise when they were using a high pass filter that should have reduced bass noise. Issuing a complaint telephone number was also discussed but the operator indicated that he would have a dedicated line (with enhanced broadband) for next year's festivals. He indicated that in the meantime, people could log onto the SPL website and enter into dialog if they registered with the site – a number of residents provided their email details to get registered for access to the site. The organiser was informed that if the final event of the year did not operate successfully then a review of the license would be initiated.

EP officers visited the site on Friday 17th September in the afternoon. There was only one stage in use, facing away from residential premises but using an F1 system which is one where two sets of speakers are set up either side of the stage facing out into the audience. This is the same type of system used in all the events in 2021. This is not ideal for sound reduction, as it means they have to be loud enough for those at the back to hear it at a volume which will give them the desired experience, there were approx. 700 people attending the event.



Photograph showing typical F1 speaker set up

Officers asked if hay bales were being put behind the speakers, these had not been ordered. The operator advised he would get them ordered in. The operator has since confirmed that it was not possible for him to order the bales. Officers stressed several times that it was essential that this event be a successful category 3 event such that it was not noticeable for residents or that it would be not be possible to avoid calling for a review of the license. The operator understood this and also that the continued problems with category 3 events put his annual large event in jeopardy as it uses up all residential tolerance. We also stressed that we need to be in a position where officers do not need to monitor noise from category 3 events.

This event was again monitored by the EH team. The officers' subjective observations are in the table below.

Appendix A

Weather Conditions

Almost still conditions occasional very slight breeze from event site towards nights park development. Temperature mild from approx. 18°C dropping to approx. 15°C in small hours according to officer observations using car external temperature gauge

Time	Location	Observations
21.55	Gimble Way Pembury	Faint sound of music audible not clear if from event as not house music. No more audible than traffic noise. Would not be audible inside house. Possible sound of fire works 22.02.
22.20	Outside entry to the festival site	With windows open barely audible and not over traffic noise. Windows closed bass faintly audible. Overall, just detectable.
22.33	Ashenden Walk	Very faint music intermittently audible not bassy. Traffic louder. Unlikely to be audible inside with windows open, faintly audible bass for a few seconds at a time.
22.53	Beside Skinner Primary School Knights Park opposite Hawthorn House	Music and bass audible. Would be disturbing inside with window open if trying to sleep. Contacted organiser to inform him. Reply that he would turn it down, not noticeably different. 23.10 advised by organiser that had turned down, bass still clearly audible.
23.30	Pembury Hall Road	No music audible
23.35	Outside Nightingale Cottage Half Moon Lane Tudely	No music audible
23.54	Gimble Way Pembury	No music audible
00.10	Ashenden Walk	Possible very faint bass on edge of hearing. Traffic clearly audible. Not audible in car with windows open
00.30	Knights Park next to primary school and Hawthorn House	Outside bass still audible also faint sound of crowd cheering. Bass audible in car with windows closed. 00.55 windows open can hear bass and voice/lyrics but not actual words. Joined by Nick Love licensee to hear bass and music. Is having issues with DJ's turning volume up after his people have turned down. Has tried to reduce from

Appendix A

		100dB on dance floor to 80dB but customers are complaining and ahs had to put security on the speaker arrays.
		01.25 Music drops in volume
01.40	Gimble Way Pembury	No music noise background sound has also dropped off
01.55	Ashenden Walk	No music noise
02.05	Knights Park near primary school and Hawthorn House	Bass and DJ audible outside. Faintly audible inside car with windows open.
		Event finished 02.30

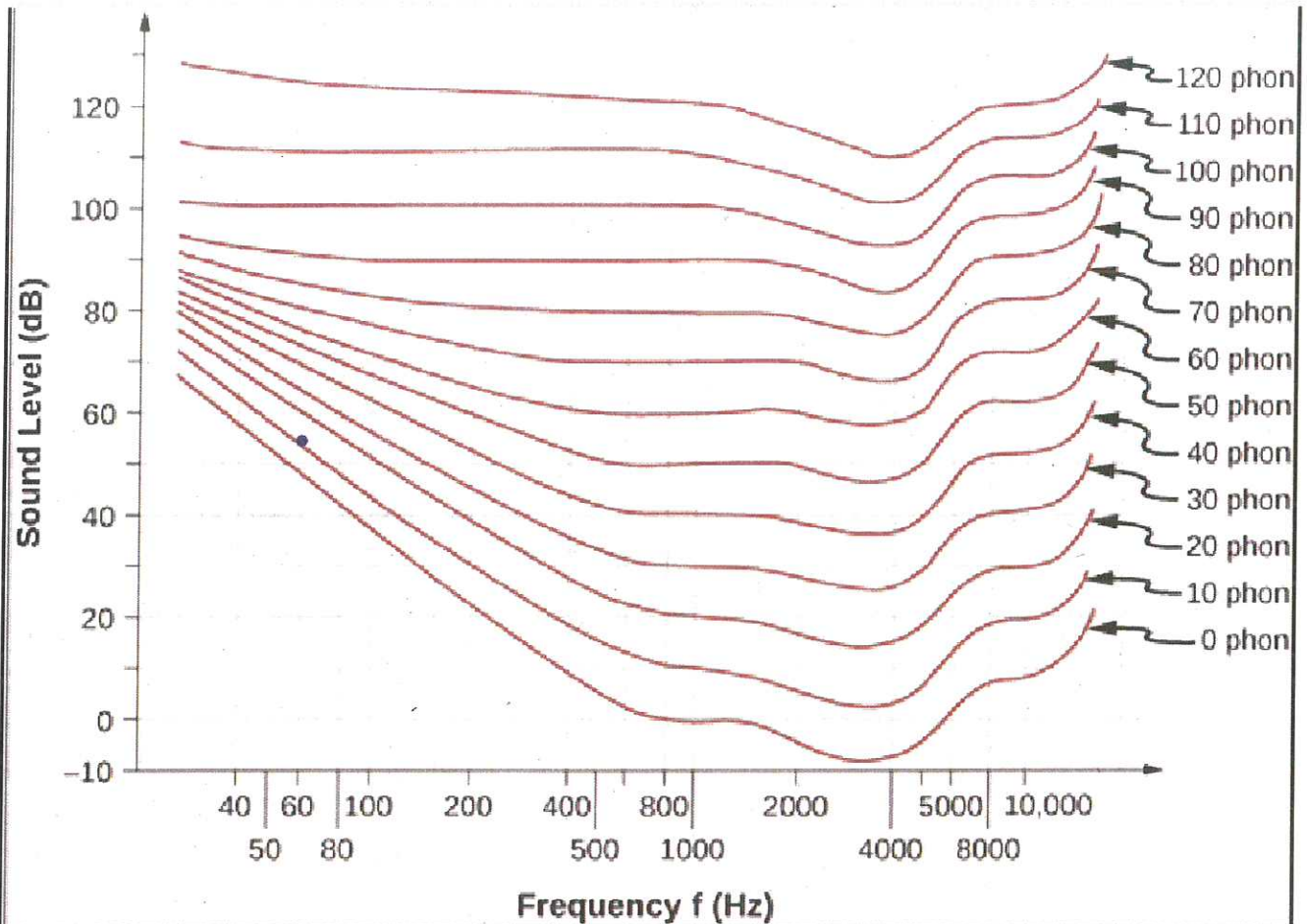
The sound levels measured during the event were not very high in terms of overall LAeq value being,

- Ashenden Walk – LAeq 37dB
- Knights Park – LAeq 42dB reducing to 40dB

The overall LAeq level was not the issue,, with most people complaining about the bass beat. There was a high pass filter in place at 140 Hz with an 8 dB suppression per octave band below this level. The main issue on the night was the 63Hz octave band. The levels were not dreadfully high but bass music at this frequency can pass through structures much easier than mid and higher frequency noises, and can be heard inside bedrooms where the LAeq with the windows closed can be around 20dB. The level of bass can be compared by looking at the 31.5 – 125Hz octave band levels or by comparing the LAeq levels with the LCeq levels. The 63Hz octave band levels and LC-LA 14.8dlevels were,

- Ashenden Walk Leq 56dB (LC-LA 12.4dB)
- Knights Park Leq 54dB – 56dB (LC-LA 14.8dB)]

The octave bands are not particularly loud and would not be an issue for limited numbers of concerts, as they are well within the guidelines of the current pop code. The LC-LA levels are not dreadfully bad and the aim for normal concerts would be to keep this between 15dB and 20dB, but this is not a normal concert, it is a Cat 3 event which should be effectively inaudible and the LC-LA in the region of 12-15dB is too loud. The 63Hz octave band is audible see the graph of Phon Levels below that plots the 63Hz 56dB level (blue dot) which is clearly above the 0 Phon threshold of audibility.



Phon level Chart – showing audibility of sounds at different frequencies

At night, for a very limited number of events some councils have allowed a $L_{Aeq,5min}$ level of 45dB. As has been stated before, the Cat 3 events are supposed to be inaudible and on occasion the L_{Aeq} levels have risen to 48dB (Alfresco) and around 40-42dB for the last event. The bottom line is that it was not possible to get the music levels down to levels where it was imperceptible to residents as demonstrated by the number of complaints.

The council received 14 complaints about this event from the Ashenden Walk, Knights Park and Vauxhall Lane areas. The Vauxhall Lane area was not covered by the monitoring by officers as residents had not previously contacted us until following this event. The impact of the event was described by a complainant as

Even worse than above. It was really loud in the garden and in the Weald.

It was also very audible in every room in the house, even over the television and radio. This caused my wife significant anxiety.

Windows were closed but it was prominent in every room. I had the radio on loudly in my office and yet had to work through it as it overpowered the radio. We then couldn't sleep unless we put in-ear headphones in and played white noise, which of course is extremely uncomfortable.

As above, save that this weekend's event made our whole house unusable which I find totally unacceptable. While the garden and Weald have been unusable on all events, we have at least been able to hide in the house. We shouldn't have to, but there was at least some escape. This weekend there was nowhere to run - every room was dominated by it.

Discussion

The license holder has previously advised EH that his intention is that he will procure a different type of system to those used for these events, which has more but smaller speakers within the dance floor, meaning that they can be of a lower volume. All site users will then be required to use his system and his sound engineer will be in control of volume. This still has not happened, with users bringing their

Appendix A

own systems and using their own sound engineers. The operator has also failed to make use of simple measures such as hay bales unless prompted by EH officers, even for the final event of the summer when he was aware of the consequences of the event causing noise problems. The operator has advised that there has been a shortage of hay bales but, with pre-planning this should have been possible.

These were category 3 events which means that in essence they should not be noticeable to any nearby residents. This point is important as it is on this basis that there are no limitations on the number and spacing of events and this must be achieved to make the disturbance caused by the annual large event acceptable.

There have been up to 5 stages at events this year, which would be very difficult to control so as not to be disturbing and does not fit the small event ethos.

The operator has made comments regarding wind direction and temperature effecting sound impact on residents, however this cannot be a sustainable excuse. For category 3 events to be viable on site they must not impact residents regardless of weather conditions. Note that on the 18/19 September it was essentially a still night.

It is acknowledged that if this and indeed the previous event had been category 1 the sound levels observed would have been compliant with license conditions. That is why these larger events are limited in the numbers that can be held and the time between them.

It is clear from the complaints made that the impact of these events has been significant on large numbers of people across a large geographic area.

It is telling that the operator told us, during the final event, that he was having problems with the DJ's bringing the levels up, this re-enforces that discussions we have been having with him about the need for him to have absolute control over sound levels and the choice of equipment. This is something he has advised EH is his intention since the first discussions on the license variation in 2019, yet is still has not happened.

EH do no doubt that the operator has the desire to resolve these problems, and we acknowledge that during events the problems have been recognized by him and he has attempted to resolve them and was in regular communication with the EH officers on the night.- However, he seems unable to translate the plans and intentions to actual solutions that are implemented on site. There also seems to be an ongoing problem with control over visiting DJ's and sound engineers.

This has resulted in the EH team having little confidence that these problems will be successfully resolved before the event season begins in spring 2022. Consequently, we have concluded that the review of the license must be called.

EH do not have the capacity or resources to monitor category 3 events either financially or in officer availability. They should be of such a level that this is not necessary, with EH being required to only monitor the category 1 events for compliance with conditions.

It is therefore the conclusion of the EP team as a responsible authority that further restriction of the category 3 events as described above is justified and proportionate. The panel are asked to consider the imposition of the conditions above to resolve this matter.

Please use additional pages if needed

Appendix A

Please tick ✓ yes

Have you made an application for review relating to the premises before?

If yes, please state the date of that application

Day		Month		Year	
				2	0
				1	7

If you have made representations before relating to the premises, please state what they were and when you made them

Representation made regarding the variation of the current license in 2019.


Please tick ✓ yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures *(please read guidance note 4)*

Signature of applicant or applicant's solicitor or other duly authorised agent *(please read guidance note 5)*. If signing on behalf of the applicant please state in what capacity.

Signature	
Date	12 October 2021
Capacity	Environmental Protection Team Leader



Addressee as per envelope

Please Contact: Duncan Haynes
E-mail: duncan.haynes@MidKent.gov.uk
Phone: 01622 602766
Our ref: 21/514461/NAMP
Date: 12 October 2021

Dear sir/madam,

Licensing Act 2003.

Please find enclosed an application made for a review of the premises license for Colebrook Park, Colebrook Lakes, Land East of Kingstanding Way, Tunbridge Wells, Kent, TN2 3UP. This review has made by the Environmental Protection Team that has been forwarded to the Licensing Authority.

This review follows a series of events on the site over the summer of 2021 which we believe breach the licensing objective of Prevention of Public Nuisance.

Yours faithfully,

A handwritten signature in black ink, appearing to read "D. Haynes". The signature is written in a cursive style and is enclosed within a simple, hand-drawn oval shape.

Duncan Haynes
Environmental Protection Team Leader

Mid Kent Environmental Protection Team
Town Hall, Royal Tunbridge Wells, Kent TN1 1RS

switchboard 01892 526121 SMS (text) 07870526121
DX 3929 Tunbridge Wells website www.tunbridgewells.gov.uk

Responsible Authorities

Environmental Protection Tunbridge Wells Borough Council Town Hall Royal
Tunbridge Wells Kent TN1 1RS Tel: 01892 526 121 Email:
envprotection@midkent.gov.uk

Health and Safety Tunbridge Wells Borough Council Town Hall Royal Tunbridge
Wells Kent TN1 1RS Tel: 01892 526 212 Email:
food&commercial@tunbridgewells.gov.uk

Health & Safety Executive International House Dover Place Ashford TN23 1HU Tel
01233 653900 Website: www.hse.gov.uk

Local Planning Authority Tunbridge Wells Borough Council Town Hall Royal
Tunbridge Wells Kent TN1 1RS Tel: 01892 526 121 Email:
planning@tunbridgewells.gov.uk

West Kent Fire Safety Office Tonbridge Fire Station 424 Vale Road Tonbridge Kent
TN9 1SW Tel: 01622 692 121 Email: tfs.midgroup@kent.fire-uk.org

West Kent Licensing Officer Community Safety Unit Kings Hill Gibson Building
Gibson Drive West Malling ME19 4LZ Tel: 01732 379 255 Email:
west.division.licensing@kent.police.uk

Trading Standards Kent County Council 1st Floor, Invicta House County Hall
Maidstone Kent ME14 1XX Tel: 01622 221012 Email:
trading.standards@kent.gov.uk

Kent Child Protection Committee Children's and Families KCC Social Services
Sessions House, Room 2.60 County Road Maidstone Kent ME14 1XQ Website:
www.kent.gov.uk Email: social.services@kent.gov.uk

Kent Public Health Department Room 3.45, Sessions House County Hall, County
Road Maidstone ME14 1XQ Tel: 0300 333 6379 www.kent.gov.uk

Home Office (Immigration Enforcement) Alcohol Licensing Team Lunar House 40
Wellesley Road Croydon CR9 2BY <https://www.gov.uk/immigration-reporting-centres>

Appendix 1
Emails from Complainants

Duncan Haynes

From: [REDACTED]
Sent: 04 Oct 2021 10:35
To: John McCullough; Duncan Haynes
Subject: Re: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm [REDACTED]

Oh, I should add: on the 14th and 15th of August, we had friends visiting us, and they stayed overnight. They have two small children and visited us for a break while the grandparents looked after their kids. Unsurprisingly they were also heavily disturbed: They remarked on the disturbance the next day, and were surprised at how loud it was, and said that they were kept awake specifically by the bass from the event until at least 3am.

On Mon, 4 Oct 2021 at 10:14, [REDACTED] wrote:
Hi John and Duncan,

Apologies for the delay, I appreciate that you wanted this by the end of Friday. I hope the detail below is still helpful to you. I've tried to keep to the facts as much as possible. If you have any more questions about specifics that I've been unable to recall below, please do ask.

I was able to assemble the information below from a combination of memory, messages I sent to neighbours, and the location history on my phone.

My address [REDACTED]

7-9th August: I do not recall being disturbed, however we were at our neighbour's wedding on the 7th until 1-2am on the 8th.

13th-15th August (you asked for 14th-16th, but I believe the event was actually one day earlier than this). We were significantly disturbed until very late for all 3 days of this event. I started hearing loud bass from about lunchtime on Friday but didn't think much of it at first. We were kept awake until about 2am but wrote it off as maybe a one-off party that had gotten out of hand. The nature of the noise over the whole weekend approx noon-2/3am was mostly thumping bass. The noise levels went up and down over time (maybe due to wind?), but was almost continually present during these times. On Sunday the 15th, we walked to Matfield and back and amazingly could still hear bass quite loudly from 2.5 miles away across the countryside (this would have been at about 5pm). This was pretty upsetting, as we knew it would be worse when we got home as we were walking back.

20-22nd August (you did not ask about this date, but there was another event, the "Love Hangover" festival on these dates, see publicity [here](#)). We were significantly impacted in the same way as the previous weekend on Friday 20th August. After another sleepless night and the prospect of another weekend of the same, we went away to visit my sister in law overnight on Sat 21st to get an undisturbed night's sleep. We returned on Sunday at about 6:30pm. My neighbour and I were in contact with Nick Love (licensee), who we met in person for a tour of the venue on Monday 23rd August.

27th-29th August: After the repeat on the previous weekend, we went away again to visit my parents and sister overnight on Saturday. We were at home for the 27th and 29th, however, and although we could faintly hear some intermittent sound from Colebrook on occasion, we couldn't hear it inside, and I would not describe the event as having disturbed us.

18th-19th September: We didn't hear anything from Colebrook Park this weekend, however there was another very loud event at The Hop Farm running for 2 days that weekend which would have masked it. This event ended at about 10pm, however, and I didn't hear anything from Colebrook after that.

Appendix B

Our windows were closed at all times during all of the above-detailed disturbance. We live in a listed building with single glazed windows, and by law cannot install double glazing (although I don't think it would have made a difference). It was quite warm over the impacted weekends, and for some nights we had air conditioning running in our bedroom. The impact described below occurred over and above the background noise of our air conditioning.

On Fri, 1 Oct 2021 at 09:06, [REDACTED] > wrote:
Sorry, John! I managed to send that in a half-written state. Sausage fingers.

Will fill out the rest and send it over shortly.

Cheers,
[REDACTED]

On Fri, 1 Oct 2021 at 09:05, [REDACTED] wrote:
Hi John and Duncan,

My address: [REDACTED]

7-9th August: I do not recall being disturbed, however we were at our neighbour's wedding on the 7th until 1-2am on the 8th.

13th-15th August (you asked for 14th-16th, but the event was actually one day earlier than this, see <https://mytunbridgewells.com/event/live-forever-90s-festival/>). We were significantly disturbed until very late for all 3 days of this event. I started hearing loud bass from about 11pm on Friday but didn't think much of it at first. We were kept awake until about 2am but wrote it off as maybe a one-off party that had gotten out of hand. The nature of the noise over the whole weekend approx noon-2/3am was mostly thumping bass. The noise levels went up and down over time (maybe due to wind?), but was almost continually present during these times.

On 28 Sep 2021, at 16:42, John McCullough <John.McCullough@midkent.gov.uk> wrote:

I am looking to draw a line under it after Friday this week. If you could pull something together before then that would be Perfect.

Best regards,

John McCullough EP

Duncan Haynes

From: John McCullough
Sent: 04 October 2021 12:24
To: Duncan Haynes
Subject: FW: Last Call - Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm our ref 21/514461/NAMP

Friday just before 5

From: [REDACTED]
Sent: 01 October 2021 16:52
To: John McCullough <John.McCullough@MidKent.gov.uk>; Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Re: Last Call - Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm our ref 21/514461/NAMP

Hello,
My feedback

7-9th Aug - I wasn't aware of where the noise was coming from so didn't make a complaint (or probably thought a noisy private party?).

I was away 14th-16th Aug

27-29th Aug Alfresco Electronic Music Festival

A) [REDACTED]
[REDACTED]
[REDACTED]

- B) lunchtime Saturday 27th Aug
- C) Sunday 29th Aug late afternoon
- D) during the daytime mix of "songs/ tracks" some with vocalist (I could hear the words in some cases) mostly dance music, into the evening continuous repetitive dance tracks that had little or no tune (assume from a DJ) with repetitive thumping beat -
- E) the noise in the evening seemed to get louder
- F) 7-12.30pm Fri and sat night
- G) during the day the noise was annoying when I was out in my garden to the extent that I couldn't stay outside. I could hear lyrics.
- H) at night I could not leave my windows open (even though I wanted to) and even with ear plugs I could not get to sleep - the continuous thumping beat was extremely annoying and stressful. I stayed up late on Saturday after my experience on Friday, the noise started to lessen at 12.30pm

I) the type of music and repetitive beat was particularly irritating and had a big impact on my sleep. I felt very tired after the weekend.

18/19th Sept

A) [REDACTED]
[REDACTED]
[REDACTED]

- B) Saturday 18th Sept early afternoon
- C) Sunday 19th Sept late afternoon
- D) loud music

Appendix B

E) the noise level fluctuated but the Saturday evening was very loud and was obviously a big commercial sound system.

F) Saturday evening

G) I had wanted to spend time in my garden but found the noise too annoying.

H) we needed to close the windows and I needed ear plugs to get to sleep

I) have started planning whether we can move from the area to somewhere quieter as the repeated noise issues are worsening.

Sent from my iPhone

On 29 Sep 2021, at 15:38, John McCullough <John.McCullough@midkent.gov.uk> wrote:

All,

Thank you to all who have submitted data to us already this is most appreciated.

Sorry to nag but I am closing the survey down – the last day being Friday this week if your comments aren't in by 5pm on Friday they will not be used in our data. We had originally 50 people but have added a few more who have contacted me in relation to the survey having not complained to us before so now we have 54 complainants. So far I have had 18 responses to my survey so we could work out who at what location could hear music and to what level. That is only a third of people responding.

That is a lot less evidence than I would have expected given the strength of feeling on the subject. The council needs support in gathering evidence and data to be in as strong a position as possible with regards to potential actions. It is important that people fill out accurately as to whether they ACTUALLY heard and were disturbed by noise as we do not want someone saying that they just A and B whilst their neighbour puts down they heard all the events and they were all terrible. Please relate to the disturbance to the dates indicated below.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

John McCullough EP Team

From: John McCullough

Sent: 23 September 2021 16:43

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'paul.barrington-king@kent.gov.uk' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse (bobbackhouse@gmail.com)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

All,

The EP team are working to try and gather information to determine the best course of action based on evidence. To this end we need everyone to assist and give us the information we need. If you have not ALREADY responded to this email could you please do so as soon as possible. Please relate it to each of the events so we know if one, two, three or all events caused you noise issues. Only put down the dates on which you disturbed as just "having an issue" with the event taking place is

not sufficient we need to establish which events caused issues to which groups of complainants so we can build up a complete picture.

The response rate, so far, has been a bit underwhelming and we need your support to determine the best course of action for the council to take in relation to the complaints. So please give responding to my email (copied below) a priority for your time so that we can proceed.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA
Mid Kent Shared Service
Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk

<image001.png>

<image002.jpg>

<image003.png>

From: John McCullough

Sent: 21 September 2021 13:12

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'Paul Barrington-King' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protection actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

Appendix B

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for **each date** is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a) Your Name Address and Postcode.
- b) What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c) What was the last time you noticed noise from the event and question.
- d) A brief description of what you could hear.
- e) Was the noise uniform or did it go up and down.
- f) Were there any specifically bad times when it appeared worse.
- g) How it disturbed you during the day (where, and how)
- h) How it disturbed you at night (did you have windows open or closed etc)
- i) Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA
Mid Kent Shared Service
Senior Environmental Health Officer
T: 01622 602767

E: john.mccullough@midkent.gov.uk
Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS
www.tunbridgewells.gov.uk

<image001.png>

<image002.jpg>

<image003.png>

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:50
To: Duncan Haynes
Subject: FW: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

FYI

From: [REDACTED]
Sent: 01 October 2021 09:06
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Re: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

Sorry, John! I managed to send that in a half-written state. Sausage fingers.

Will fill out the rest and send it over shortly.

Cheers,
[REDACTED]

On Fri, 1 Oct 2021 at 09:05, [REDACTED] wrote:

Hi John and Duncan,

My address: [REDACTED]

7-9th August: I do not recall being disturbed, however we were at our neighbour's wedding on the 7th until 1-2am on the 8th.

13th-15th August (you asked for 14th-16th, but the event was actually one day earlier than this, see <https://mytunbridgewells.com/event/live-forever-90s-festival/>). We were significantly disturbed until very late for all 3 days of this event. I started hearing loud bass from about lunchtime on Friday but didn't think much of it at first. We were kept awake until about 2am but wrote it off as maybe a one-off party that had gotten out of hand. The nature of the noise over the whole weekend approx noon-2/3am was mostly thumping bass. The noise levels went up and down over time (maybe due to wind?), but was almost continually present during these times.

On 28 Sep 2021, at 16:42, John McCullough <John.McCullough@midkent.gov.uk> wrote:

I am looking to draw a line under it after Friday this week. If you could pull something together before then that would be Perfect.

Best regards,

John McCullough EP

From: [REDACTED]

Sent: 24 September 2021 09:06

To: John McCullough <John.McCullough@MidKent.gov.uk>

Subject: Re: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

Hi John,

Just acknowledging your request.

Super busy with work today, and it will probably take me a little while to get all the information together as I'll need to combine a few sources of information, incl my calendar (some days we were away), and messages exchanged with neighbours at the times when we were collectively most disturbed.

Alright if I get back to you over the weekend?

Cheers,

On Thu, 23 Sept 2021 at 16:43, John McCullough <John.McCullough@midkent.gov.uk> wrote:

All,

The EP team are working to try and gather information to determine the best course of action based on evidence. To this end we need everyone to assist and give us the information we need. If you have not ALREADY responded to this email could you please do so as soon as possible. Please relate it to each of the events so we know if one, two, three or all events caused you noise issues. Only put down the dates on which you disturbed as just "having an issue" with the event taking place is not sufficient we need to establish which events caused issues to which groups of complainants so we can build up a complete picture.

The response rate, so far, has been a bit underwhelming and we need your support to determine the best course of action for the council to take in relation to the complaints. So please give responding to my email (copied below) a priority for your time so that we can proceed.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



From: John McCullough

Sent: 21 September 2021 13:12

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'paul.barrington-king@kent.gov.uk' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse (bobbackhouse@gmail.com)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protection actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for **each date** is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question:
- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:52
To: Duncan Haynes
Subject: FW: Colebrook lakes festivals our ref 21/514461/NAMP

From: [REDACTED] <[REDACTED]@[REDACTED].com>
Sent: 29 September 2021 13:16
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Re: Colebrook lakes festivals our ref 21/514461/NAMP

John

Thank you for your response. I was not really expecting a response so am very grateful.

My address is [REDACTED] Kentwood, Turbridge Wells, TN2 2FN

My home number - [REDACTED]

Mobile- [REDACTED]

I am not the best complainant. I did not take note of dates as I assumed these were one events. What I believe to be music festivals were horrendous. Too many successive nights, far too late and noisy. The fairground did not cause me a problem.

Regards

[REDACTED]

----- Original Message -----

From: "John McCullough" <John.McCullough@MidKent.gov.uk>
To: "[REDACTED]" <[REDACTED]@[REDACTED].com>
Cc: "Duncan Haynes" <Duncan.Haynes@MidKent.gov.uk>

Sent: Tuesday, 28 Sep, 21 At 14:42

Subject: Colebrook lakes festivals our ref 21/514461/NAMP

Could you please give me your address and contact number. I have been in contact with other complainants who are blind carbon copied into group emails to protect privacy. I will add you to this list going forward.

Also if you could fill in email I sent to others earlier that will allow myself and Duncan Haynes to pull the evidence together. The info we need is.....

All,

The EP team are working to try and gather information to determine the best course of action based on evidence. To this end we need everyone to assist and give us the information we need. If you have not ALREADY responded to this email could you please do so as soon as possible. Please relate it to each of the events so we know if one, two, three or all events caused you noise issues. Only put down the dates on which you were disturbed as just "having an issue" with the event taking place is not sufficient we need to establish which events caused issues to which groups of complainants so we can build up a complete picture.

The response rate, so far, has been a bit underwhelming and we need your support to determine the best course of action for the council to take in relation to the complaints. So please give responding to my email (copied below) a priority for your time so that we can proceed.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



From: John McCullough

Sent: 21 September 2021 13:12

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'Paul Barrington-King@kent.gov.uk' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse (bobbackhouse@gmail.com)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance

Appendix B

Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP
Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protection actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for each date is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

1. Your Name Address and Postcode.
2. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
3. What was the last time you noticed noise from the event and question.
4. A brief description of what you could hear.
5. Was the noise uniform or did it go up and down.
6. Were there any specifically bad times when it appeared worse.
7. How it disturbed you during the day (where, and how)
8. How it disturbed you at night (did you have windows open or closed etc)
9. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



From: [REDACTED] <[REDACTED]@[REDACTED].com>
Sent: 26 September 2021 17:11
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Colebrook lakes festivals

Dear Mr McCullough / Mr Haynes

I am sorry to trouble you. I am told that you are the gentleman to write to regarding noise pollution from events at Colebrook lakes.

I live on the Knights Wood development. My post code is [REDACTED]

There were three weekends during August and one weekend in September that were made quite miserable by the festival.

I have a young son who has a bedtime of 7:30. The music was very loud and disturbed his sleep. The music as I recall went on well past midnight. Even shutting the windows on a warm night did not really help.

I felt it unreasonable that we were subjected to this noise for several consecutive nights over several weekends within a short period of time. If that level of noise is generated it should be very occasional and not on consecutive nights.

I am alarmed to hear that there are plans for an even greater number of nighttime events next year. It is very unfair on the neighbours. I am hoping that this is not true.

As this housing estate has a reputable primary school there are lots of young families in the immediate vicinity.

As we are close to the hospital we have a number of NHS staff who work shifts.

I would therefore like to register my objection to loud music being played at Colebrook Lakes. Is there anything I can do to prevent it?

Sent via BT Email App

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:52
To: Duncan Haynes
Subject: FW: Colebrooks Lakes

From: Victoria Tracy <[REDACTED]>
Sent: 28 September 2021 18:50
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Colebrooks Lakes

Hello,

I would like to log my objection to further loud music events at Colebrooks Lakes, after being kept awake at night over these dates.

7 – 9th August 2021
14-16th August 2021
27-29th August
18/19th September

The noise started in the afternoons/evenings and could clearly be heard from around 6/7pm until around 2/3am. Due to the warm weather our windows were open so we could hear it more.

The music was very loud and had a hard bass, which didn't help when my family and I were trying to sleep. It was worse from around 10pm onwards.

If the music finished at midnight or could at least be turned down, it wouldn't have been such an issue.

I certainly don't object to people enjoying outside music events, especially as we have all missed the fun things in life but more consideration needs to be made for the people who live around the venue.

My name is Victoria Tracy

[REDACTED] Rice

[REDACTED] Walls

[REDACTED] IQ

With Kindest Regards

[REDACTED] Na

Sent from my iPhone

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:52
To: Duncan Haynes
Subject: FW: Colebrook Lakes, North Farm - our ref 21/514461/NAMP

From: [REDACTED] <[REDACTED]@[REDACTED].com>
Sent: 28 September 2021 17:54
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Re: Colebrook Lakes, North Farm - our ref 21/514461/NAMP

On 28 Sep 2021, at 17:15, John McCullough <John.McCullough@midkent.gov.uk> wrote:

I have found your email. It did not give your house number nor phone contact.

Best regards,

John McCullough EP Team

From: John McCullough
Sent: 28 September 2021 17:06
To: [REDACTED] <[REDACTED]@[REDACTED].com>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Colebrook Lakes, North Farm - our ref 21/514461/NAMP

Sorry but I did not receive an email from you giving the details. Could you please resend the information as this would be most useful to my colleague and I.

Don't forget to put an address and contact telephone number on your reply as we have no details from you.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA
Mid Kent Shared Service
Senior Environmental Health Officer
T: 01622 602767

E: john.mccullough@midkent.gov.uk
Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS
www.tunbridgewells.gov.uk
<image001.png>

<image002.jpg>

<image003.png>

From: ~~Thomas Clarkworth <thomas671427@bt.com>~~
Sent: 23 September 2021 19:22
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Re: Colebrook Lakes, North Farm - our ref 21/514461/NAMP

Dear Sirs,
I'm traveling in Europe this week, but have just sent you an email with my inputs....

Very unhappy about these regular intrusions in our quality of life.

Thanks for your assistance - happy to discuss further as I'm sure is my wife.

On 23 Sep 2021, at 17:28, John McCullough <John.McCullough@midkent.gov.uk> wrote:

~~Thomas Clarkworth~~

I don't have an address or phone number for you could you put this on the reply to the email I sent you to give info on each of the four events that have been held. This would be very useful for us.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA
Mid Kent Shared Service
Senior Environmental Health Officer
T: 01622 602767

E: john.mccullough@midkent.gov.uk
Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS
www.tunbridgewells.gov.uk
<image001.png>

<image002.jpg>

<image003.png>

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:53
To: Duncan Haynes
Subject: FW: Festival site

From: ~~John McCullough <John.McCullough@MidKent.gov.uk>~~
Sent: 26 September 2021 20:38
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Festival site

Name: ~~John McCullough~~

Address: ~~43 Hms, 100 The Bridge, Wells, Kent, tn40hy~~

Every night it was on the bass travelled over to nursery rd and kept us and our children up. One night we even heard what Craig Charles said over the mic, it was that loud.

The noise tended to be about 10-1 at its worst. But there were a couple of nights when it went on later. The noise was fairly uniform and we were out during the night so it did not disturb us, but it significantly disturbed our nights. We shut all the windows but it was the bass that was really invasive so it made little difference if we're honest.

I really hope it's held somewhere else next year, it made a number of nights and absolute nightmare!

Sorry to moan, it just made our lives really tricky and sleep deprived during that period.

Thanks,
~~John McCullough~~

Hi All, to support a review of the license for Colebrook Park next year by TWBC Borough Councillors we need your help to submit the following information to the TWBC environmental officers.

TWBC need to know what you actually heard and observed directly and how this impacted you and your family.

Appendix B

There have been four events at Colebrooks Lakes over the summer and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why.

The four dates were:

7 – 9th August 2021

14-16th August 2021

27-29th August

18/19th September

The information we need for each date is:

Your Name Address and Postcode.

- What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- What was the last time you noticed noise from the event and question.
- A brief description of what you could hear.
- Was the noise uniform or did it go up and down.
- Were there any specifically bad times when it appeared worse.
- How it disturbed you during the day (where, and how)
- How it disturbed you at night (did you have windows open or closed etc)
- Any other comments on the noise that you think would be useful to us in assessing the impact.

Please send your comments to john.mccullough@midkent.gov.uk and Hi All, to support a review of the license for Colebrook Park next year by TWBC Borough Councillors we need your help to submit the following information to the TWBC environmental officers.

TWBC need to know what you actually heard and observed directly and how this impacted you and your family.

There have been four events at Colebrooks Lakes over the summer and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why.

The four dates were:

7 – 9th August 2021

14-16th August 2021

27-29th August

18/19th September

The information we need for each date is:

Your Name Address and Postcode.

- What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- What was the last time you noticed noise from the event and question.
- A brief description of what you could hear.
- Was the noise uniform or did it go up and down.
- Were there any specifically bad times when it appeared worse.
- How it disturbed you during the day (where, and how)
- How it disturbed you at night (did you have windows open or closed etc)
- Any other comments on the noise that you think would be useful to us in assessing the impact.

Please send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk

Thank you in advance for your help with providing your impact statement.

Thank you in advance for your help with providing your impact statement.

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:53
To: Duncan Haynes
Subject: FW: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

From: [REDACTED]
Sent: 27 September 2021 09:30
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Re: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

Dear Mr McCullough

Thanks for the reminder, and apologies for not having had the time to reply sooner.

We can only help with the latter two dates, as prior to the August Bank Holiday weekend we had not known of the existence of Colebrook Park. Prior to the BH weekend, whenever we had heard any thumping bass or music-type sounds we'd assumed it had come from maybe informal gatherings in the fields below or from the pubs on London Road or passing cars. As you know, it can be difficult to pinpoint accurately where noise comes from from a distance.

The noise from the events over the BH weekend and 18/19 September were pretty similar in terms of duration and volume, so I'll answer your 9 questions for both events together.

- a. [REDACTED]
- b. Early to mid-afternoon. Both weekends we had been tidying up the garden, a necessary task we had to curtail because of the constant noise of the bass and "music" which made being outdoors terribly unpleasant.
- c. We could still hear the noise at 10pm over our television but had to go to bed soon after, so did not stay up waiting for the noise to abate.
- d. Thumping bass, indistinct "music" of the pedestrian, repetitive, tuneless nightclub variety..
- e. Mostly uniform but intermittently the bass would get louder and be more obtrusive.
- f. Not that we noticed; it was a constant backdrop.
- g. As mentioned in b, we noticed it from the early afternoon onwards as we were having lunch in the garden. When it continued all afternoon as we tried to do the gardening, I Googled "events in the area" and that's how we learnt of Colebrook Park's existence. Even indoors it was audible, so we had to open fewer windows than we wanted (they were both rather warm weekends) and also put on some music of our own to mask the noise.
- h. The disturbance at night was worse, unsurprisingly, given the reduction in traffic and general noise. We could hear the bass over our television. We had all windows closed but could hear the "music" from all rooms of the house (whether facing the woods or at the front of the house). At bedtime we had to sleep without fresh air (ie with windows tightly shut) and with earplugs and still my husband could hear the "music", so we had to switch a fan on to further mask the noise.

Appendix B

I. As I said, the noise was audible from all rooms of the house, which was why we couldn't fathom where it might be coming from until I twigged that it must be some sort of organised event. ~~Don't~~ and the surrounding roads are quiet residential, almost semi-rural areas, and I imagine that is the primary attraction and reason why the residents chose to live here. The sort of music and noise emanating from Colebrook Park's events is inappropriate and disproportionate. If I wanted to hear such insipid, cacophonous "music", I'd have bought a flat in a town centre close to a garden-variety nightclub instead.

I hope these details are sufficient for your purpose, and can we thank you for taking our complaint so seriously. Now that we know our complaint won't just fall on deaf ears, we'll make a better note of any future noise disturbances. Regrettably, we hadn't taken more detailed notice of earlier instances and had just written them off as one-off, end-of-lockdown parties.

Please let us know if you need any further clarification.

Many thanks,

On Thu, Sep 23, 2021 at 4:43 PM John McCullough <John.McCullough@midkent.gov.uk> wrote:

All,

The EP team are working to try and gather information to determine the best course of action based on evidence. To this end we need everyone to assist and give us the information we need. If you have not ALREADY responded to this email could you please do so as soon as possible. Please relate it to each of the events so we know if one, two, three or all events caused you noise issues. Only put down the dates on which you disturbed as just "having an issue" with the event taking place is not sufficient we need to establish which events caused issues to which groups of complainants so we can build up a complete picture.

The response rate, so far, has been a bit underwhelming and we need your support to determine the best course of action for the council to take in relation to the complaints. So please give responding to my email (copied below) a priority for your time so that we can proceed.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

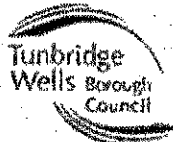
Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



From: John McCullough

Sent: 21 September 2021 13:12

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'paul.barrington-king@kent.gov.uk' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse (bobbackhouse@gmail.com)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr)

<Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All;

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protection actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for each date is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.
- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:54
To: Duncan Haynes
Subject: FW: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

From: Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>
Sent: 27 September 2021 08:29
To: John McCullough <John.McCullough@MidKent.gov.uk>; Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

Dear John / Duncan,

Please see below for my submission.

- Your Name Address and Postcode.
 - Lance Goodship, ~~25, The Green, Tunbridge Wells, Kent, TN11 1JG~~
 -
- What time did you first notice noise from the event in question. (If you did not notice please indicate this as well) -
 - - 7 – 9th August 2021 - from around late afternoon onwards
 - 14-16th August 2021 - from around late afternoon onwards
 - 27-29th August - I went away for the weekend to avoid being impacted by the noise from the music events.
 - 18/19th September - from around 7:30pm onwards
- What was the last time you noticed noise from the event and question.
 - - 7 – 9th August 2021 - just after midnight
 - 14-16th August 2021 - around 1am to 2am
 - 27-29th August - I went away for the weekend to avoid being impacted by the noise from the music events.
 - 18/19th September - around 10:30pm
- A brief description of what you could hear.
 - 7 – 9th August 2021 - continuous music with the same monotonous tones with a strong bass
 - 14-16th August 2021 - continuous music with the same monotonous tones with a strong bass
 - 27-29th August - I went away for the weekend to avoid being impacted by the noise from the music events.
 - 18/19th September - continuous music with a strong bass
- Was the noise uniform or did it go up and down.

Appendix B

Music impact was fairly uniform expect for the weekend of the 14-16th August where it was much more noticeable in volume both indoors and in the garden, particularly after 9pm

- Were there any specifically bad times when it appeared worse.

On the 14-16th August from around 9pm to just after midnight

- How it disturbed you during the day (where, and how)

I had to close all the windows and couldn't use my garden due to the noise impact. Build up of heat in the house from not being able to open the windows also had a stress impact.

- How it disturbed you at night (did you have windows open or closed etc)

I closed all the windows and air vents to try and reduce the noise impact so myself, my wife and son could sleep. However, even with triple glazed windows the noise was too disturbing and we couldn't get to sleep until around 3am on the weekend of the 14-16th August which is why we decided we had to book a last minute trip away for the following event on the 27-29th August.

- Any other comments on the noise that you think would be useful to us in assessing the impact.

Background noise is what you expect to a certain degree in a semi-urban area, however the type of sound with continuous monotonous bass beat sound is actually very stressful when you are trying to relax at home after a busy week at work when it goes on hours on end. All the other live music events in Tunbridge Wells that I am aware of end at around 10:30pm which seems the right balance and they don't run over all the bank holiday weekends in the summer. The balance of the license for Colebrooks Lakes seems disproportionate to how we license the other live music events within the urban areas of Tunbridge Wells in terms of the number of events allowed and also for it to go on after 11pm.

Regards,

Lance

From: John McCullough

Sent: 21 September 2021 13:11

To: Hugo Pound (Cllr); 'paul.barrington-king@kent.gov.uk'; 'Bob Backhouse (bobbackhouse@gmail.com)'; Gary Stevenson; Hugh Patterson (Cllr); Lance Goodship (Cllr)

Cc: Duncan Haynes; Tracey Beattie

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protections actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

Appendix B

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for each date is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.
- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact:

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:54
To: Duncan Haynes
Subject: FW: Colebrook lakes festivals

From: John McCullough <John.McCullough@MidKent.gov.uk>
Sent: 26 September 2021 17:11
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Colebrook lakes festivals

Dear Mr McCullough / Mr Haynes

I am sorry to trouble you. I am told that you are the gentleman to write to regarding noise pollution from events at Colebrook lakes.

I live on the Knights Wood development. My post code is [REDACTED]

There were three weekends during August and one weekend in September that were made quite miserable by the festival.

I have a young son who has a bedtime of 7:30. The music was very loud and disturbed his sleep. The music as I recall went on well past midnight. Even shutting the windows on a warm night did not really help.

I felt it unreasonable that we were subjected to this noise for several consecutive nights over several weekends within a short period of time. If that level of noise is to be generated it should be very occasional and not on consecutive nights.

I am alarmed to hear that there are plans for an even greater number of nighttime events next year. It is very unfair on the neighbours. I am hoping that this is not true.

As this housing estate has a reputable primary school there are lots of young families in the immediate vicinity.

As we are close to the hospital we have a number of NHS staff who work shifts.

I would therefore like to register my objection to loud music being played at Colebrook Lakes. Is there anything I can do to prevent it?

Sent via BT Email App

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:54
To: Duncan Haynes
Subject: FW: Colebrook Events

From: [REDACTED] <[REDACTED]@[REDACTED]>
Sent: 26 September 2021 15:28
To: John McCullough <John.McCullough@MidKent.gov.uk>; Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Colebrook Events

Dear Mr McCullough

re: Colebrook Park

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

Your list of events at Colebrook seems to be incomplete. There was a fifth event which was held from 20-22 August.

We were first disturbed by the loud music, heavy bass and overly loud p/a systems on Saturday 7 August. We believed this to be a local residents' wedding celebration and therefore did not make a formal complaint as it would have been a 'one-off'. The disturbance started at lunchtime - just as our own family lunch began in our garden. The disturbance was non-stop until 3am. The music, bass and p/a system could clearly be heard during the whole event and seemed to be worse once the A21 traffic lessened at about 9pm. We had, by then, retired to the house and closed all of our windows in an attempt to escape the noise - to no avail. Even with windows closed, the noise could be clearly heard over the tv and until 3am. As a side note, it was a very warm night and having to close the windows was extremely inconvenient.

We had the exact same experience on Sunday 8 August and decided to investigate. We found the Colebrook event advertised on social media and realised that this was one of several events planned by the venue during the coming month.

Again, we did not complain as we firmly believed that there would have been numerous complaints from the local community about the event and that the Council would step in to address the noise issue before the next event.

The noise was disturbing again on 13 August. We drove the local area as it sounded as though someone was sitting in their car close to our house with their radio blaring. Finding nobody, we realised that it was another Colebrook event and the Council had, despite numerous complaints about the previous event, failed to take steps to reduce the noise.

Again, we could clearly hear music, bass and p/a systems until 3am on the Friday and Saturday, both in our garden during the day and during the evening, inside with windows closed and over the tv. We are unsure of the time the disturbance started on the Friday and Saturday or stopped on the Sunday as we failed to make a note of it. We made a formal complaint to the Council about this event due to sleep deprivation.

We were, again, disturbed from around lunchtime on Friday 20 August until the early hours, we are unsure of the hours on Saturday and until 1am on Sunday 22 August. We had the same problems as on the previous two

Appendix B

events. The music on this event was slightly quieter than on the previous two events but we could still clearly hear it and the bass and p/a systems seemed to be just as loud as before.

The event on 27, 28 and 29 were just as disturbing - particularly the bass noise. We are unsure of times for the Friday and Sunday but were disturbed until 3am on the Saturday night. Again, over tv and windows closed.

Fortunately, we were away over the weekend of the 17th September when the last event took place.

To be clear, when we say we are unsure of the times of disturbances, this is not because we were not disturbed. We were disturbed for the whole duration of all events during August. We did not, unfortunately, make a note of all starting and finishing times for all of the 'festivals'.

To sum up, for every weekend in August, the enjoyment of our property, both indoors and outside, was compromised due to excessively loud music, bass and p/a systems.

We note that there are conditions contained within the current Licence that request the appointment of an acoustic consultant and that post event acoustic reports are submitted to the Environmental Health Team. These reports would be invaluable in relation to building a case if, indeed, the conditions refer to all events, which is unclear.

Regards

~~Tommy [redacted] Barber~~

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:55
To: Duncan Haynes
Subject: FW: Colebrook Lakes events

From: [REDACTED]
Sent: 25 September 2021 16:21
To: John McCullough <John.McCullough@MidKent.gov.uk>; Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Cc: [REDACTED]
Subject: Colebrook Lakes events

7 - 9th August 2021 - [REDACTED]
Thank goodness I heard nothing this weekend. The wind was blowing from the South West so blew any noise away.

14 - 16th August 2021 - [REDACTED] I heard nothing this weekend. Again, the wind was blowing from the South West so blew any noise away.

27-29th August - [REDACTED]
The noise woke me during the night 2.30am Friday 27th and Saturday 28th about 1.30am, despite wearing ear plugs and having the bedroom windows closed. It sounded as if it was very close by, it was so loud. Friday night I was so tired I just went to another room to try to sleep.

Sunday 29th - We went out for the day on Sunday 29th to avoid the noise, but when we came home, it was very, very loud, coming across in waves. Must have been as the wind direction was changing. It was worse when the wind was blowing from the North East. I couldn't sit out in the garden because of the noise and inside the house, I could hear the beat above the sound of the TV, and that was with all the windows closed.

When I went to bed, I closed the bedroom windows (we normally sleep with them open) and wore earplugs and yet it still kept me awake. A relentless base beat. I live about 2 miles away and goodness knows how loud it was close by.

I was so angry about the disturbance I contacted my councillors and also the councillors for Sherwood.

18/19th September - [REDACTED]
The noise was audible from about 10pm, I thought at first a neighbour was having a party, but realised it was coming from North Farm direction. Again I wore earplugs and closed my bedroom window to get some sleep. Nowhere near the noise of the Alfresco Festival, but still intrusive.

It seems like the residents views don't matter. We had festivals over 3 consecutive weekends. Just good luck the wind was blowing away for 2 of the weekends.

I am dreading next year. I would have booked to go away for the weekend of the 27th-29th to avoid the Alfresco Festival but it was too expensive.

It just seems unfair and impacts on residents all across the area, many of whom are unaware of where the sound is travelling from.

[REDACTED]

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:56
To: Duncan Haynes
Subject: FW: Colebrook festivals

-----Original Message-----

From: [REDACTED] <[REDACTED]@[REDACTED].com>
Sent: 24 September 2021 10:23
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Colebrook festivals

Hello John,

There was a post on Nextdoor to the effect that feedback on the noise nuisance of the festivals at Colebrook lakes had been underwhelming.

I find this hard to accept, given all the posts on social media at the time from people trying to sleep, or get their children to sleep, or pacify their anxious pets, or simply enjoy their leisure time without the incessant, monotonous thud thud thud that just went on relentlessly during these events.

I am going to refer specifically to Alfresco, that went on over the entire August bank holiday weekend. The other festivals were audible, but for me in Sherwood, I wasn't as badly affected as by Alfresco.

Yes, you have heard from me in previous years about this event, which goes to show they have taken nothing on board, and whatever spin they put on their noise mitigation measures, such as straw bales and the like, it's totally ineffective. And what's more they have a licence to go on banging out the "music" until 3am. You will appreciate what may sound like music at the event, is just piercing and unrelenting banging when it travels a distance, which it most certainly does.

I used the online form on the council website to register my noise complaints after 11pm on Friday 27, Saturday 28 and Sunday 29 August, and I trust those went on record.

My name and address are:

[REDACTED]
[REDACTED]
[REDACTED]s
[REDACTED]

The noise occurred during the daytime in the afternoon of this event, and went on well after midnight. It seems to increase after dark. Although the weather was hot, I shut all my windows which were double glazed. On each night I had to go downstairs and sleep on the sofa in the lounge as this room is the other side of the house to the direction of the noise, and has the upper floor to insulate it. But I could still hear it. However I was able to get to sleep, through general exhaustion, some time in the early hours of the morning. Although from social media I know some people continued to be disturbed.

It seems so frustrating that from a single event a few years ago, we are now subjected to a chain of festivals at this location all through the summer, and the council seems completely impotent to do anything about it, it's just going the other way.

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:56
To: Duncan Haynes
Subject: FW: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

From: ~~Donald Hodson <Donald.Hodson@midkent.gov.uk>~~
Sent: 24 September 2021 09:06
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Re: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

Hi John,

Just acknowledging your request.

Super busy with work today, and it will probably take me a little while to get all the information together as I'll need to combine a few sources of information, incl my calendar (some days we were away), and messages exchanged with neighbours at the times when we were collectively most disturbed.

Alright if I get back to you over the weekend?

Cheers,
~~Donald~~

On Thu, 23 Sept 2021 at 16:43, John McCullough <John.McCullough@midkent.gov.uk> wrote:

All,

The EP team are working to try and gather information to determine the best course of action based on evidence. To this end we need everyone to assist and give us the information we need. If you have not ALREADY responded to this email could you please do so as soon as possible. Please relate it to each of the events so we know if one, two, three or all events caused you noise issues. Only put down the dates on which you disturbed as just "having an issue" with the event taking place is not sufficient we need to establish which events caused issues to which groups of complainants so we can build up a complete picture.

The response rate, so far, has been a bit underwhelming and we need your support to determine the best course of action for the council to take in relation to the complaints. So please give responding to my email (copied below) a priority for your time so that we can proceed.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

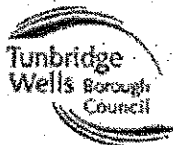
Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



From: John McCullough
Sent: 21 September 2021 13:12
To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'paul.barrington-king@kent.gov.uk' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse (bobbackhouse@gmail.com)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>
Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protections actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were;

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need **for each date is** (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.
- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:57
To: Duncan Haynes
Subject: FW: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

From: [REDACTED]
Sent: 24 September 2021 08:10
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; paul.barrington-king@kent.gov.uk; Bob Backhouse (bobbackhouse@gmail.com) <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>; Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>
Subject: Re: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

Dear Mr McCullough

I wrote to complain about the noise from the direction of North Farm.

I did so via the TWBC website on the date that you will have in your system. As it was on your website I do not have a copy of any of the information that I sent, including the date that I sent it.

Basically it was bass beat music noise which was intrusive in my garden and audible inside my house with the windows closed.

My view is that, having reported it at the time with as much detail as I had, I had no need to do more.

Yours sincerely

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

On 23 Sep 2021, at 16:43, John McCullough <John.McCullough@midkent.gov.uk> wrote:

All,

The EP team are working to try and gather information to determine the best course of action based on evidence. To this end we need everyone to assist and give us the information we need. If you have not ALREADY responded to this email could you please do so as soon as possible. Please relate it to each of the events so we know if one, two, three or all events caused you noise issues. Only put down the dates on which you disturbed as just "having an issue" with the event taking place is not sufficient we need to establish which events caused issues to which groups of complainants so we can build up a complete picture.

The response rate, so far, has been a bit underwhelming and we need your support to determine the best course of action for the council to take in relation to the complaints. So please give responding to my email (copied below) a priority for your time so that we can proceed.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk

<image001.png>

<image002.jpg>

<image003.png>

From: John McCullough

Sent: 21 September 2021 13:12

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'Paul Barrington-King' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protection actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We have had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for each date is (do not click respond to all as this will make your information available to all. ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a) Your Name Address and Postcode.
- b) What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c) What was the last time you noticed noise from the event and question.
- d) A brief description of what you could hear.
- e) Was the noise uniform or did it go up and down.
- f) Were there any specifically bad times when it appeared worse.
- g) How it disturbed you during the day (where, and how)
- h) How it disturbed you at night (did you have windows open or closed etc)
- i) Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA
Mid Kent Shared Service
Senior Environmental Health Officer
T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk

<image001.png>

<image002.jpg>

<image003.png>

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:57
To: Duncan Haynes
Subject: FW: Events at Colebrook lakes

-----Original Message-----

From: [REDACTED]
Sent: 23 September 2021 20:33
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Events at Colebrook lakes

[REDACTED]
[REDACTED]
[REDACTED]

Event 7-9 aug

Noise from early evening till 3am the next day. Loud booming music that was of high enough volume to disturb sleep.

Very hot night all windows open. Music was continuous from early evening but much more noticeable when trying to get to sleep from about 10.30. Noticed it in the Friday, even worse on the sat night:

Noticed music on other weekends mentioned but only really annoying post 11 pm. Got the sake of residents there should be an end time and a noise level guidance that should be kept to. A blanket licence should not be issued. Residents should be able to make representations when licence is requested.

[REDACTED]

Events like this should stop at midnight at the latest.

Sent from my iPad

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 10:58
To: Duncan Haynes
Subject: FW: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

From: [REDACTED] <[REDACTED]>
Sent: 23 September 2021 18:11
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Re: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm

Hi John,

Below my responses.

We were significantly disturbed on only one of the weekends (maybe direction of speakers?)
August Bank Holiday Weekend.

a. Your Name Address and Postcode.

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

b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

Friday evening approx 8pm? thought gosh loud.
Seemed to get louder as evening went on. Could hear indoors despite windows being closed.
The base was ever so intrusive could hear over my television.
Felt like my personal space was being invaded.

c. What was the last time you noticed noise from the event and question.

The Sunday- and it was mad that day. During the day, It was the BH weekend and I had my parents around for a family get together, we planned to use the garden, but the base thump was just ridiculous. The sound went on all weekend, from Friday night until about midnight on the Sunday. I had read and understood they were stopping at midnight that night, which was a blessing as Friday and Saturday night it went on and on until 3am. Just ridiculous time for being so close to a residential area.

d. A brief description of what you could hear.

Base thumping, then as the weekend went on (Sunday in particular) could actually hear words to the music, couldn't make out the songs as don't know what their were but thump thump thump, and it echoed too around the houses. It was so loud Sunday I even thought perhaps it had somehow moved closer. I visited the industrial estate on Sunday to get a take out, and it seemed quieter there than in my back garden (which is further away) but maybe was in a dip, or protected by the buildings around.

e. Was the noise uniform or did it go up and down.

Appendix B

It seemed as if it got louder as the evenings got later - but that could just be because the rest of the world was quietening down, no traffic, no birds, no planes - night time basically when people have stopped, and are (should be) resting.

f. Were there any specifically bad times when it appeared worse.
Past 10.00pm for me, when I was getting tired and wanted to get sleep. and on the Sunday.

g. How it disturbed you during the day (where, and how)
Think covered above. During the day not too bad, apart from just being background thumping, apart from the Sunday when it was really loud, and disrupted me using my own garden that afternoon, because we couldn't hold a conversation in the garden as it was just so disruptive to us all. Had to go inside, even though we'd planned a family gathering in the garden (BBQ) for the BH weekend.

h. How it disturbed you at night (did you have windows open or closed etc)
Couldn't concentrate inside, even heard the noise over television. Had windows and doors closed, and the thudding still came in through. It caused unrest, stress, and lack of sleep and to be honest a really tiring horrid bank holiday weekend.

i. Any other comments on the noise that you think would be useful to us in assessing the impact.
I think the organisers should advance warn residents that an event will be happening. So if able can go away, or at the very least be prepared that your weekend may be disturbed by the noise. I wouldn't had planned a family get together at mine if I knew it was happening in advance, we probably would have gone elsewhere.
Also I don't mind it happening, but it should stop by 11pm. They have all day as well.
This close to residential I just don't understand why they are allowed such late licenses, when if you go to a concert at a stadium or something, they are always finished around 10.00 or 10.30pm.
No need for it to go into the next morning. Its unreasonable, and selfish.
• 27-29th August
Kind regards

On Thu, 23 Sept 2021 at 16:43, John McCullough <John.McCullough@midkent.gov.uk> wrote:

All,

The EP team are working to try and gather information to determine the best course of action based on evidence. To this end we need everyone to assist and give us the information we need. If you have not ALREADY responded to this email could you please do so as soon as possible. Please relate it to each of the events so we know if one, two, three or all events caused you noise issues. Only put down the dates on which you disturbed as just "having an issue" with the event taking place is not sufficient we need to establish which events caused issues to which groups of complainants so we can build up a complete picture.

The response rate, so far, has been a bit underwhelming and we need you support to determine the best course of action for the council to take in relation to the complaints. So please give responding to my email (copied below) a priority for your time so that we can proceed.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



From: John McCullough

Sent: 21 September 2021 13:12

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'paul.barrington-king@kent.gov.uk' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse (bobbackhouse@gmail.com)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protections actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

Appendix B

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7-9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need **for each date is** (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.
- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



Duncan Haynes

From: ~~John McCullough <John.McCullough@midkent.gov.uk>~~
Sent: 27 August 2021 21:27
To: John McCullough
Cc: Gary Stevenson; Duncan Haynes; Frank Williams (Cllr); Bob Backhouse (Cllr); Trevor Horner; Sharon Degiorgio; Ellen Shaw.46052479 (Ellen.Shaw@kent.police.uk)
Subject: Alfresco Festival

Hello All

Unfortunately it's a different year but same problem, even worse this year than before. I emailed the organisers and they told me they had put more measures in place but it seems worse than ever this year, my husband can hear it this year and he can't normally hear it as bad as I can. We don't have a number to call this year which normally sends a noise monitor out to the location to check the sound level so all I can do is email you and I've made a noise complaint but other than that we have to put up with it again as we do every year. Please can something be done about this as it is awful, I've closed all my windows but can still hear the thumping base music. The same thing happens every year, nothing is done at the time of the event and we have to listen to it all through the day and night all weekend. It really is not fair on the residents who have to put up with this every year. It ruins my weekend and my anxiety goes through the roof. All other events in the town finish at a more reasonable time so why is this one allowed to go on until 3am.

Sent from my iPad

On 16 Apr 2021, at 16:40, John McCullough <John.McCullough@midkent.gov.uk> wrote:

~~Wing Kennell,~~

I have had communication with the Management of Colebrook Lakes and have received information that I would like to pass on.

Some of the events have been cancelled due to Nick Love (the licence holder) not being satisfied with one of the people who was looking to run events. This is part of an email he sent to me, the police and licencing.....

"Hello everyone

Due to the inability of Richie Carrera to agree a workable EMP to my satisfaction, I have cancelled all of his shows for 2021. I know this will be of no surprise to some of you. I can only say that I am committed to delivering events of the highest standard of compliance at Colebrook Park, and will only commit to working with like-minded individuals and organisations. Sadly Mr Carrera and his Garden Project are unable to meet my hire criteria.

Best Regards

Nick"

At least this shows that the management are proactive in not letting their events be hijacked by people who will not follow the rules. We had concerns, based on experience, that Richie Carrera had the potential to cause problems – Mr Love indicated that he would be personally managing any event and that if he was not satisfied with any of the people proposing events then they would not be allowed to hold the event. This looks like Mr Love has enforced this sanction on Mr Carrera which looks promising for effective ongoing management.

I am not sure which events are the ones that he has cancelled but below was the list that was sent to Licencing prior to the email above

"Dear Sharon and Trevor,

Please see below a list of proposed events for this year Covid permitting.

- May 28 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- May 29 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- May 30 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- May 31 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- June 4 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- June 5 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- June 6 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- July 16-18 - Cat 3. Scallywag Festival. 3 day music festival with camping.
- July 23 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- July 24 - Cat 3. Socially distanced concert. 1800 - 2300hrs
- July 31 - Aug 1. Cat 1. Neverworld. 3 day music festival with camping. This will be a test event for Noise Monitoring in conjunction with EP.
- Aug 13 - 15. Cat 3. Pleasuredome. 3 day music festival with camping.
- Aug 20 - 22. Cat 3. Love Hangover. 3 day music festival with camping.
- Aug 27 - 29. Cat 3. Alfresco. 3 day music festival with camping.
- Sept 11 - Cat 3. Concert. 1800 - 2300hrs
- Sept 12 - Cat 3. Concert. 1800 - 2300hrs
- Sept 17 - 19. Cat 3. Goa Cream. 3 day music festival with camping.

I will update you with any changes to the programme as and when they occur.

Best Regards

Nick"

I will be writing to Nick to ensure that measures are in place to ensure that the Cat3 events (those not currently controlled by the licence) are well managed so that they do not give rise to the Local Authority looking to review the licence in relation to these and also not give rise to concern to residents and councillors about the larger events. We are looking for a conference meeting with Mr Love shortly for us to run through "expectations" of the Local Authority, Police, Licencing and other agents for the events proposed. I will keep you all informed about this.

I am currently very busy with Covid related assessment and actions relating to the "Road Map" and the easing of restrictions that inevitably result in us having to give advice, visit and occasionally enforce against businesses and activities that are coming out of current restrictions according to the Road Map timescales. If you wish any further information drop me an email and I will get back to you as soon as possible.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk

<image001.png>

<image002.png>

Duncan Haynes

From: [REDACTED] <[REDACTED]@kent.gov.uk>
Sent: 29 August 2021 11:04
To: John McCullough
Cc: Hugo Pound (Cllr); Paul.Barrington-King@kent.gov.uk; Bob Backhouse (bobbackhouse@gmail.com); Gary Stevenson; Hugh Patterson (Cllr); Lance Goodship (Cllr); Duncan Haynes; Tracey Beattie
Subject: Re: Events at Colebrook Lakes, North Farm - our ref 21/515028/NAMP Update 25th August 2021

Good morning John,

The measures put in place for this weekend have certainly quietened things down for the residents of the corridor to the east of Tudeley (helped undoubtedly by a north easterly wind unlike the prevailing westerly winds). Sadly however it seems to have caused more complaints from the Sherwood area.

These festivals really must have a reasonable curfew placed on them, 3am is just too late and whoever decided that holding a festival in a tent made it "inside" and therefore quieter needs to spend a week under canvas to learn the lesson that there is no noise attenuation whatsoever afforded by these temporary structures. In addition 3 night events for as many weekends as the licensee can sell to promoters means a larger number of disturbed nights than any other festival site.

Moving the festival site is not really an option as you'll just be shifting the problem to another area with a different set of residents:

Regards

[REDACTED]

Sent from my iPad

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 11:50
To: Duncan Haynes
Subject: FW: Events at Cole Brook Lakes - North Farm

From: Matthew [redacted] <[redacted]@[redacted].com>
Sent: 23 September 2021 17:06
To: John McCullough <John.McCullough@MidKent.gov.uk>; Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: RE: Events at Cole Brook Lakes - North Farm

John/Duncan

Thanks for your response with regards to the noise complaint and apologies for the delay in responding. I have set out the responses for each date as detailed in you mail and trust this is presented in the format you require.

7-9th August 2021

No issues on this date as we were away.

14-16th August 2021

Your Name Address and Postcode

[redacted]
[redacted] Road
[redacted] Malls
[redacted]
[redacted] U

What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

The noise was noticed from around 9pm on both nights

What was the last time you noticed noise from the event and question.

Noise was still being heard well after 11pm I could not say exactly as we were trying to get to sleep.

A brief description of what you could hear.

Music could be heard with many of the words audible. lots of instruments and the annoying beat of drums.

Was the noise uniform or did it go up and down.

The sound level stayed the same

Were there any specifically bad times when it appeared worse.

We only heard it when we went to bed as the bedroom faces the direction of North Farm (although a considerable distance away)

How it disturbed you during the day (where, and how)

No disturbance

How it disturbed you at night (did you have windows open or closed etc)

The noise of the music and percussive beats were so audible that my wife could not sleep. Windows were open. it is the summer and we have the right not to over heat and enjoy quiet (especially at unreasonable times)

Any other comments on the noise that you think would be useful to us in assessing the impact.

The biggest concern was generally the time. it went on far too late

27-29th August

Your Name Address and Postcode

Matthew Connor
[redacted] Road
[redacted] [redacted]

What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

The noise was noticed from around 9pm on Friday and Saturday but seemed louder on the Saturday evening.

What was the last time you noticed noise from the event and question.

Noise was still being heard well after 11.30pm I could not say exactly as we were trying to get to sleep.

A brief description of what you could hear.

Music could be heard with many of the words audible. lots of instruments and the annoying beat of drums.

Was the noise uniform or did it go up and down.

The sound level stayed the same

Were there any specifically bad times when it appeared worse.

We only heard it when we went to bed as the bedroom faces the direction of North Farm (although a considerable distance away)

How it disturbed you during the day (where, and how)

No disturbance

How it disturbed you at night (did you have windows open or closed etc)

The noise of the music and percussive beats were so audible that both my wife and I could not sleep which led to me issuing a complaint. this was issued at 23.36 and still the noise was far too loud. Windows were open. it is the summer and we have the right not to over heat and enjoy quiet (especially at unreasonable times)

Any other comments on the noise that you think would be useful to us in assessing the impact.

[REDACTED]

[REDACTED]

I complained at 23.36. this is far too late!

18/19th September

Your Name Address and Postcode

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

What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

The noise was noticed from around 9pm on friday and saturday .

What was the last time you noticed noise from the event and question.

Noise was still being heard well after 11.00 I could not say exactly as we were trying to get to sleep.

A brief description of what you could hear.

The dull rhythm of a beat.

Was the noise uniform or did it go up and down.

The sound level stayed the same

Were there any specifically bad times when it appeared worse.

We only heard it when we went to bed as the bedroom faces the direction of North Farm (although a considerable distance away)

How it disturbed you during the day (where, and how)

No disturbance

How it disturbed you at night (did you have windows open or closed etc)

The noise of the percussive beats were so audible that both my wife and I could not sleep. Windows were open. It is the summer and we have the right not to over heat and enjoy quiet (especially at unreasonable times)

Any other comments on the noise that you think would be useful to us in assessing the impact.

None

I trust this clarifies. In general the issue was that the noise went on far too late in the evening and was contrary to my expectation of quiet enjoyment.

Regards

[REDACTED]

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:02
To: [REDACTED]
Cc: Duncan Haynes
Subject: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm our ref 21/514461/NAMP

[REDACTED]

Sorry I thought you were a new complainant but I already have you on the books.

I presume that you were not disturbed by the other events as they are conspicuous by their absence from the email below.

From: John McCullough
Sent: 01 October 2021 11:56
To: [REDACTED]
Subject: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm our ref 21/514461/NAMP

From: Julie Clark [REDACTED]
Sent: 23 September 2021 16:58
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Noise complaint

Hi there

[REDACTED]

We were disturbed by the music over the bank holiday weekend, this happened all 3 nights (27-29th August) from approx 9pm until finally falling asleep around 2am all 3 nights, we had to close all windows despite the heat and could still hear the thumping base despite the closed windows.

This is totally unacceptable when there are so many people that have to get up early for work despite it being a bank holiday.

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:05
To: Duncan Haynes
Subject: FW: Chasing Information on my previous request for information - Events at Colebrook Lakes, North Farm our ref 21/514461/NAMP

From: [REDACTED]
Sent: 23 September 2021 16:58
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Noise complaint

Hi there

[REDACTED]

We were disturbed by the music over the bank holiday weekend, this happened all 3 nights (27-29th August) from approx 9pm until finally falling asleep around 2am all 3 nights; we had to close all windows despite the heat and could still hear the thumping base despite the closed windows.

This is totally unacceptable when there are so many people that have to get up early for work despite it being a bank holiday.

[REDACTED]

[REDACTED]

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:15
To: Duncan Haynes
Subject: FW: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

From: [REDACTED] <[REDACTED]@[REDACTED].am>
Sent: 23 September 2021 13:45
To: John McCullough <John.McCullough@MidKent.gov.uk>; Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

Dear John and Duncan,

I am replying in response to your email about the noise at Colebrook Lakes, Ref 21/515028/NAMP.

- a. My name, address and postcode are: [REDACTED]
- b. I only noticed noise from the last two events, 27 to 29 August and 18-19 September.
- c. Regarding the Alfresco event 27-29 August, I heard the noise throughout the whole festival. Regarding the event 18-19 September I heard the noise on both evenings from within my house and during the afternoon/early evening when I was walking across the Ridgeway playing fields on my way to Tesco on 18 September
- d. It is hard to say what time I noticed the noise from the events as I was in and out of my property but I can tell you that when I was at my property I was severely bothered by the noise, whether it was 11am to 3am.
- e. Regarding the Alfresco festival, I lodged a complaint at 1.30am on one of the evenings and then at 5pm the following day. I was kept awake until 2.30am on the particular evening that I complained.
- f. The noise I could hear from both events was the loud base in particular. It sounded like it was thumping through the walls of my house and I could feel the beat through the bed and through my body.
- g. The noise definitely increased in volume as the evening got later. For example, during the Alfresco festival, the noise was more low key at 11am and seemed to get louder at 5pm and then louder again at 10pm and was unbearable when I was in bed.
- h. The noise appeared worst in the evenings and the early hours as there was no other ambient noise around to muffle it.
- i. I was disturbed during the day but not upset as I could still get on with my day.
- j. I was very disturbed at night and very upset by the noise as I couldn't sleep. During the Alfresco festival I had to close my windows which was annoying as the weather was hot. During the September festival, my windows were closed but it didn't affect the beat coming through the house.
- k. Other comments that I want to make on the noise, is that during the Alfresco festival I went down to North Farm Industrial Estate to shop and I couldn't hear the noise at all. When I returned home to [REDACTED], the noise was so loud that it felt as though my house was on top of the festival. I have noticed that noise travels very strangely in our area. [REDACTED] is on the edge of woodland and is in a raised position. The noise seems to get funneled up from the event area [REDACTED] and it carries so well as there are no houses to deflect or muffle it on its way.

Finally, I want to add that I moved to [REDACTED] because of its quiet position on the edge of town, bordering woodland. It's a crescent so we don't get traffic noise either as only residents use the road. The thought of having to live through these festivals again, is heartbreaking and very stressful. I can tolerate a day time festival but loud music until 3am is not at all fair. It should be no different to the Live and Loud festival in Calverly Park which has to finish at 9.30pm. No-one should be subjected to the level of noise that the Alfresco festival produced in our

Appendix B

residential area. There is a reason why nightclubs are usually in buildings; below ground, in town centre locations. Why should the majority of residents who may be elderly or have young children or pets or who are facing life changing illnesses, have to put up with this intolerable situation for the minority who want to party and who probably are less likely to own their properties and pay the high council tax that we all pay?

Kind regards

On Tue, Sep 21, 2021 at 1:11 PM John McCullough <John.McCullough@midkent.gov.uk> wrote:

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protection actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for each date is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode,
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.

- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:18
To: Duncan Haynes
Subject: FW: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/514461/NAMP

From: [REDACTED]
Sent: 23 September 2021 13:06
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/514461/NAMP

Dear John

I didn't say anything about bank holiday weekend as I had already complained. Do you want me to go through your questions re the bank holiday disturbance [I can do so]

I didn't mention the other events as I was away on both occasions, sorry I didn't mention that.

best wishes
[REDACTED]

On 23 Sep 2021, at 13:02, John McCullough <John.McCullough@MidKent.gov.uk> wrote:

Thank you for replying – this is most helpful to us.

Just checking our records show that you complained on the 31 August just after the 27-29th event but you havnt mentioned that event in your email. Could you confirm if you heard the other events and an indication of the level of intrusion if any.

Best regards,

John McCullough EP Team

From: Alison Penn <alison.penn@icloud.com>
Sent: 21 September 2021 15:07

Appendix B

To: John McCullough <John.McCullough@MidKent.gov.uk>

Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

Dear Mr McCullough

Thank you for your email.

Regarding the latest event: 18/19 September.

I live in Andrew Road, backing onto the allotments. I first noticed a deep base noise in the evening, around 9pm when I went out into the garden to put out waste, and until going to bed at 11pm. It was a consistent noise of a deep base thud, it did not go up or down.

It was not very intrusive and no where near as loud as the music noise of bank holiday weekend.

When going to bed, I had to keep the back window closed, but fortunately have a bedroom with a front window, and had that open and could not hear anything. So my sleep was not disturbed.

I hope this is helpful

regards

On 21 Sep 2021, at 13:11, John McCullough <John.McCullough@MidKent.gov.uk> wrote:

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protections actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need **for each date is** (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.
- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk

<image001.png> <image002.jpg> <image003.png>

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:18
To: Duncan Haynes
Subject: FW: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

From: [REDACTED]
Sent: 23 September 2021 12:39
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

John,

Thanks for your time just now. As discussed:

- we heard all four events
- the undated first section describes the first three
- the fourth was louder and is described by the section headed 17 September, but you are correct this should refer to 18 September
- all the events we've heard have been on Saturdays
- we have heard wedding music from Honnington Farm a couple of times (including Sunday 19th) this summer but not at a level meriting complaint

Please do add us to any distribution list around scheduling of events and live complaint mechanisms.

Thank you,

[REDACTED]

[Get Outlook for Android](#)

From: John McCullough <John.McCullough@MidKent.gov.uk>
Sent: Thursday, September 23, 2021 12:22:26 PM
To: [REDACTED]
Subject: RE: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

[REDACTED]

Just trying to clarify

You said second section for the 18th but the second section is called the 17th Sept. The first bit undated so is this the 18th?

If so are you saying you had music at 11am to 12pm (noon) on the 18th. Are you saying there was music on the 17th as well?

I take it you did not hear anything on the other dates as you have not mentioned them.

Best regards

John McCullough

From: [REDACTED] <[REDACTED]@midkent.gov.uk>

Sent: 22 September 2021 08:03

To: John McCullough <John.McCullough@MidKent.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>

Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

John,

Thanks for your email. Please find my information below. For the first three dates the information is the same, and I have added a second section for 18 September covering the points of difference.

Please let me know if you need anything further.

Kind regards,

[REDACTED]
Your Name Address and Postcode.

[REDACTED]
What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

Between 11:30am and 12pm

What was the last time you noticed noise from the event and question.

Some time between midnight and 1am

A brief description of what you could hear.

Thumping base music.

Was the noise uniform or did it go up and down.

It went up and down depending on the track that was playing, but was audible all day. There may have been a patch around 5pm when it was less audible, but it soon started up again.

Were there any specifically bad times when it appeared worse.

It seemed to get worse into the evening, but this may be due to the sound travelling better then. It was prominent throughout the day though.

How it disturbed you during the day (where, and how)

Very. We live over a mile away as the crow flies and can't use our garden or go for a walk in the Weald given it is extremely irritating and dominates the senses.

In the house, it was less audible (although you could hear it if you listened for it) and you could drown it out with the television or radio (not that we should have to all day on a Saturday).

How it disturbed you at night (did you have windows open or closed etc)

Windows were closed but it could still be heard in any room in which we didn't have a television or radio on. Both me and my wife couldn't sleep through it and therefore were very tired the next day.

Appendix B

Any other comments on the noise that you think would be useful to us in assessing the impact.

I find the noise very distressing. We have recently moved to the area with two young children. One of the attractions was that we were moving to an AONB that was remote. Since we moved in in mid August, we've effectively had to lock ourselves in the house and drown out the sound or go out for the day to avoid it on 50% of Saturdays. In my view, the commercial interests of the farm cannot justify the impact this is having on residents' ability to use their properties and gardens. The duration is also unreasonable given it generates 12-13 hours of constant t, thumping base.

17 Sept.

A brief description of what you could hear.

Thumping base, but noticeably louder than the previous events.

Was the noise uniform or did it go up and down.

As above.

Were there any specifically bad times when it appeared worse.

As above.

How it disturbed you during the day (where, and how)

Even worse than above. It was really loud in the garden and in the Weald.

It was also very audible in every room in the house, even over the television and radio. This caused my wife significant anxiety.

How it disturbed you at night (did you have windows open or closed etc)

Windows were closed but it was prominent in every room. I had the radio on loudly in my office and yet had to work through it as it overpowered the radio. We then couldn't sleep unless we put in-ear headphones in and played white noise, which of course is extremely uncomfortable.

Any other comments on the noise that you think would be useful to us in assessing the impact.

As above, save that this weekend's event made our whole house unusable which I find totally unacceptable. While the garden and Weald have been unusable on all events, we have at least been able to hide in the house. We shouldn't have to, but there was at least some escape. This weekend there was nowhere to run - every room was dominated by it.

Get [Outlook for Android](#)

From: John McCullough <John.McCullough@MidKent.gov.uk>

Sent: Tuesday, September 21, 2021 5:24:14 PM

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>

Subject: FW: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP. Update 25th August 2021

Other complainants,

Sorry I may have inadvertently left you off the list.

See below and email me back with your comments.

Appendix B

Best regards,

From: John McCullough

Sent: 21 September 2021 13:12

To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'paul.barrington-king@kent.gov.uk' <paul.barrington-king@kent.gov.uk>; 'Bob Backhouse (bobbackhouse@gmail.com)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>

Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>

Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protections actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for each date is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.
- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk



Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:19
To: Duncan Haynes
Subject: FW: Disruption to normal life from Colebrook Park

From: [REDACTED] <[REDACTED]>
Sent: 23 September 2021 09:22
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Disruption to normal life from Colebrook Park

[REDACTED] th

I didn't hear anything 7-9th August
I didn't hear anything 14-16th August
I didn't hear anything 18-19th September

27-29th August

It started with thumping base at about 11am Friday 27th August and continued until early hours I went to bed which is at the back of my house at about 10pm I knew that the only way I was going to get any sleep was to put ear plugs in but I didn't sleep that well due to the ear plugs and when I woke in the night and removed an ear plug I could still hear thumping base sound. My double glazed windows were shut. The noise was about the same level all the time.

On the Saturday 28th August I went out about 8.45am and when I returned home in the afternoon as soon as I got out of my car I could hear thumping base sound. I had planned to do some gardening in the afternoon but didn't due to the thumping base sound which was even louder in my back garden. The thumping sound continued at the same level as Friday. I went to bed about 10pm again with double glazed windows shut and ear plugs in again awoke in early hours due to ear plugs and when I removed them could still hear thumping sounds. I didn't check the time as I don't want to know what time my sleep has been disturbed. I usually sleep all night without ear plugs.

Sunday 29th August it started again at 11am I was in my bedroom which is at the back of the house and I had to turn up the television so that I could hear it over the thumping base sound even with the double glazed window shut. It sounded louder than Friday or Saturday. I then went out as I didn't want to hear the thumping sound all afternoon and evening and possibly into early hours. I returned home about 6pm I was very reluctant to return home and as soon as I got out of the car I could hear the thumping base sound. I could hear sings but the words were not clear enough to hear what the song or what the tune was. It sounded louder and as if it was coming from the houses at the bottom of Ashenden Walk. I went to bed about 10pm double glazed windows shut ear plugs in. I had trouble getting to sleep as the ear plugs had become uncomfortable after having to use them 3 night running.

For several days after the thumping base sound stopped I kept getting anxious that it was about to start again.

There is little traffic in Ashenden Walk as it not a through road and the area is generally quiet. At the bottom of my garden are woods then industrial buildings. There have been alarms that have gone off from the buildings that have disturbed the peace from time to time over the years and sometimes if I am awake early in the morning in the week I hear what sounds like a metal container being dropped but nothing that stops me sleeping or wakes me like to thumping base sound from Alfresco Festival over the August bank holiday weekend.

Appendix B

After 3 nights of disturbed sleep I was unable to enjoy August bank holiday Monday as I was too tired to do anything.

-Pauline

Sent from my iPad

[Redacted]

[Redacted]

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:20
To: Duncan Haynes
Subject: FW: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

From: [REDACTED]
Sent: 22 September 2021 12:30
To: John McCullough <John.McCullough@MidKent.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>
Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

Hello please ensure these comments, including. My name and address are treated confidentially.

Please note my specific comments on the below events.

a. [REDACTED]

- 7 – 9th August 2021- Very loud 'wedding dance floor type of music' audible from early evening until late in the night - heard until around midnight through closed windows. Loud enough to be able discern the words to the songs! Got louder as the evening carried on. Loud enough to wake me up repeatedly. Last heard around midnight, cannot remember when I first heard it. Could hear a 'DJ' type voice at times.
- 14-16th August 2021 - Out of country but next door neighbour who was to concerned directly to complain mentioned they heard it over the weekend.
- 27-29th August - Away for the weekend so cannot comment directly but again same neighbour mentioned it.
- 18/19th September - Extremely loud drum and base audible from early afternoon, I noticed it from around 3.30pm when we came home until around 11.30pm when I finally managed to fall asleep. Again loud enough that despite closed windows you could not ignore the music from within the house (it was like a radio was playing in the house) and made being in our usually quiet garden unpleasant as the noise was intrusive. Gave me a headache with the repeated monotonous banging noise and disrupted my Children's ability to get to sleep at night. Noise sometimes was intermittent appearing to fade and come back over a course of 5-10 seconds. My neighbours whose house is behind mine (in theory sheltered by my house) messaged me to complain as they thought it was coming from my car and I had left the radio on all night. All in seemed unnecessarily loud and intrusive,

Appendix B

On 21 Sep 2021, at 17:24, John McCullough <John.McCullough@MidKent.gov.uk> wrote:

Other complainants,

Sorry I may have inadvertently left you off the list.

See below and email me back with your comments.

Best regards,

From: John McCullough
Sent: 21 September 2021 13:12
To: Hugo Pound (Cllr) <Hugo.Pound@TunbridgeWells.gov.uk>; 'Paul Barrington-King' <paul.barrington-king@kent.gov.uk>; Bob Backhouse (<bobbackhouse@gmail.com>)' <bobbackhouse@gmail.com>; Gary Stevenson <Gary.Stevenson@Tunbridgewells.gov.uk>; Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>; Lance Goodship (Cllr) <Lance.Goodship@TunbridgeWells.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; Tracey Beattie <Tracey.Beattie@MidKent.gov.uk>
Subject: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

All,

Some new people have been added to the circulation list. I have blind carbon copied you into this email to protect your privacy as nobody else will be able to see your email address. There have been previous updates detailing the Environmental Protection actions and options for control etc. If you need this historic info please contact me and I can forward you (individually) copies of important emails.

There was an event held on 17th September that was again monitored by the Environmental Protection Team. We are had a new set of complaints which I have added to the circulation list.

What would be useful to us is details that relate to events. We need to know what you actually heard and observed directly (no third-party information or general supportive comments just focused on actual first-hand evidence) as this is fundamental in getting to the facts of the case and for us building a case.

There have been four events and we will be trying to piece together information relating to the number of speaker systems the orientation of the speaker systems etc to get to a better understanding of what happened and why. The four dates were,

- 7 – 9th August 2021
- 14-16th August 2021
- 27-29th August
- 18/19th September

The information we need for each date is (do not click respond to all as this will make your information available to all ENSURE that you send your comments to john.mccullough@midkent.gov.uk and duncan.haynes@midkent.gov.uk)

- a. Your Name Address and Postcode.
- b. What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
- c. What was the last time you noticed noise from the event and question.

- d. A brief description of what you could hear.
- e. Was the noise uniform or did it go up and down.
- f. Were there any specifically bad times when it appeared worse.
- g. How it disturbed you during the day (where, and how)
- h. How it disturbed you at night (did you have windows open or closed etc)
- i. Any other comments on the noise that you think would be useful to us in assessing the impact.

If you would like to discuss this or any other matter further please contact me at the address, email or telephone number given below.

Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

T: 01622 602767

E: john.mccullough@midkent.gov.uk

Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

www.tunbridgewells.gov.uk

<image001.png> <image002.jpg> <image003.png>

Duncan Haynes

From: John McCullough
Sent: 01 October 2021 12:20
To: Duncan Haynes
Subject: FW: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

From: [REDACTED]
Sent: 22 September 2021 10:41
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Re: Latest Event at Colebrook Lakes, North Farm on Saturday 20th September - our ref 21/515028/NAMP Update 25th August 2021

Hello John

Here are my details you requested in case you haven't got them on email.

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

The first event, 7-9 August - I did not hear this one at all

The second event, 14-16 August - I only heard it on the last day, Sunday, in the afternoon and evening until it finished.

The third one and by far the worst one, 27-29 August (Alfresco) - I heard this one from the start to the finish, it was extremely loud all the time, day and night, with windows and door closed, my neighbour said she could hear all the words, I just heard continuous loud base music, sounded like the same song over and over again. I got no sleep at all when this one was on.

The fourth event, 18 September, I heard this one on and off and it was clearly audible but nowhere as loud and the Alfresco one.

I've also attached some comments from other residents which heard it as well who have commented on a petition I have set up regarding events at this site.

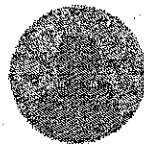
Thanks

[REDACTED]

22:17 Mon 20 Sep

Reasons for signing

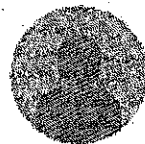
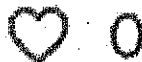
See why other supporters are signing (this will mean a lot to them)



[Redacted name]

1 week ago

Because this needs to be sorted



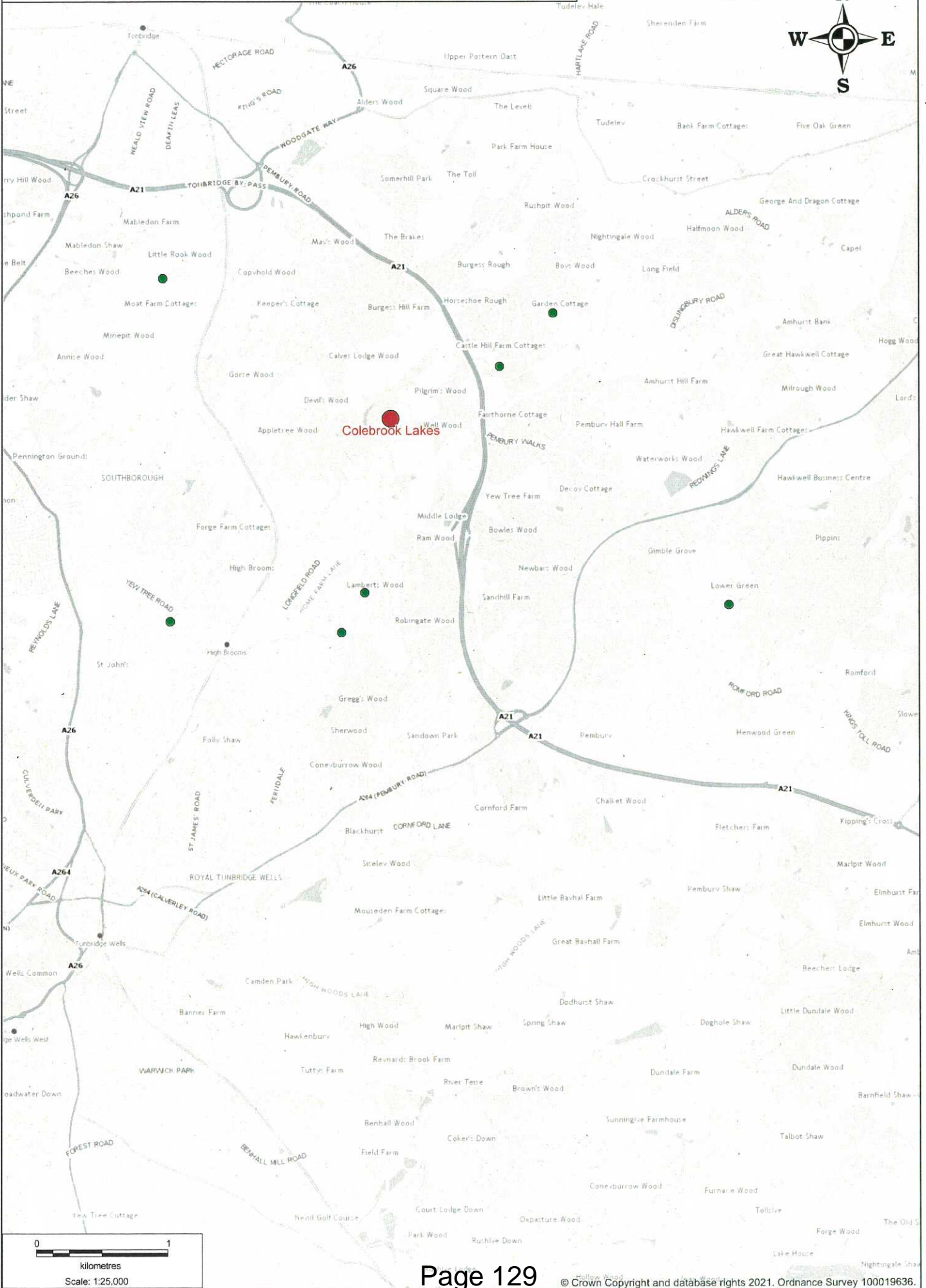
[Redacted name]

1 week ago

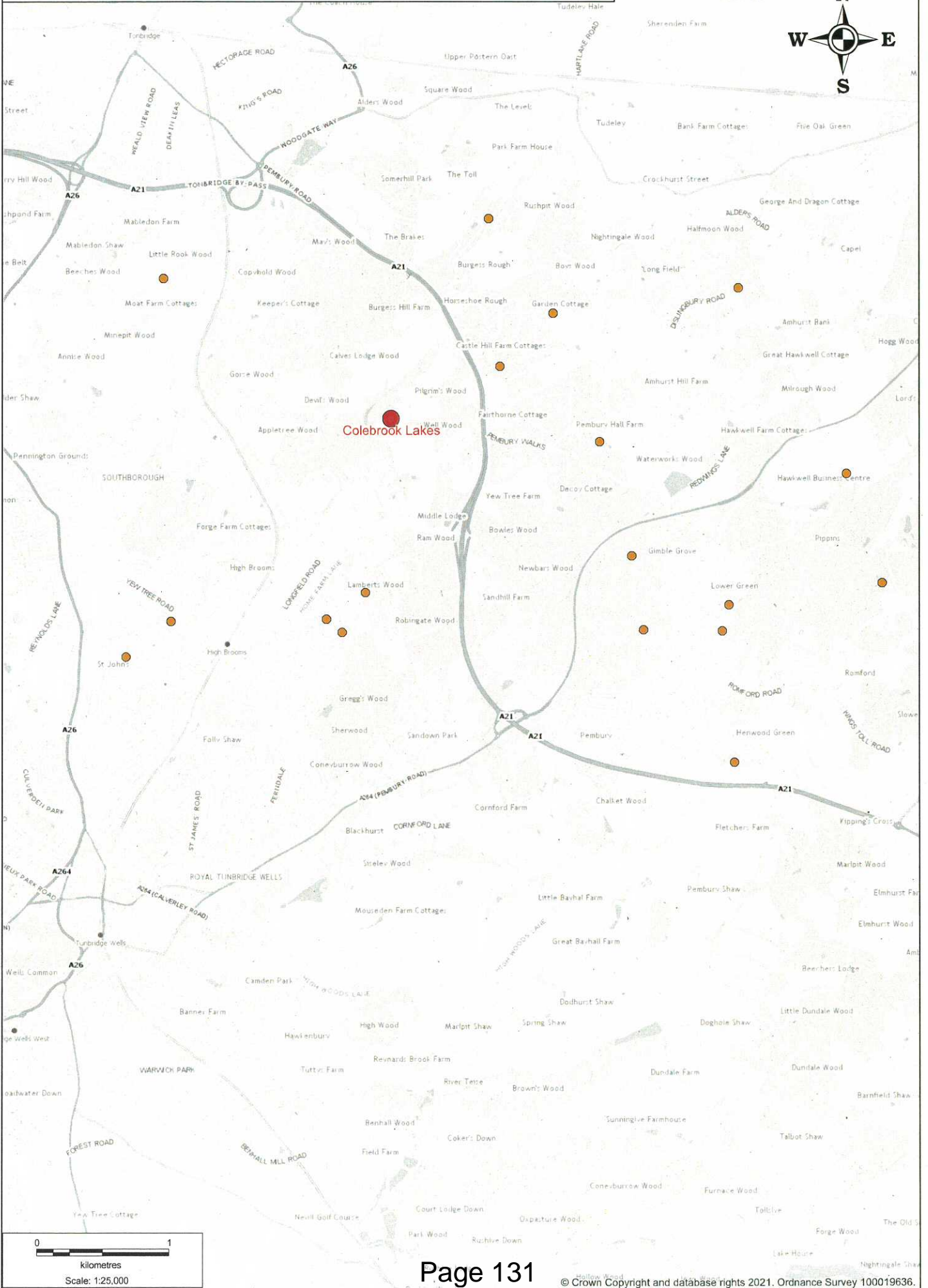
For four consecutive weeken
benefit of our garden during
sound of our TV even with w
until the music and PA system

Appendix 2 Maps

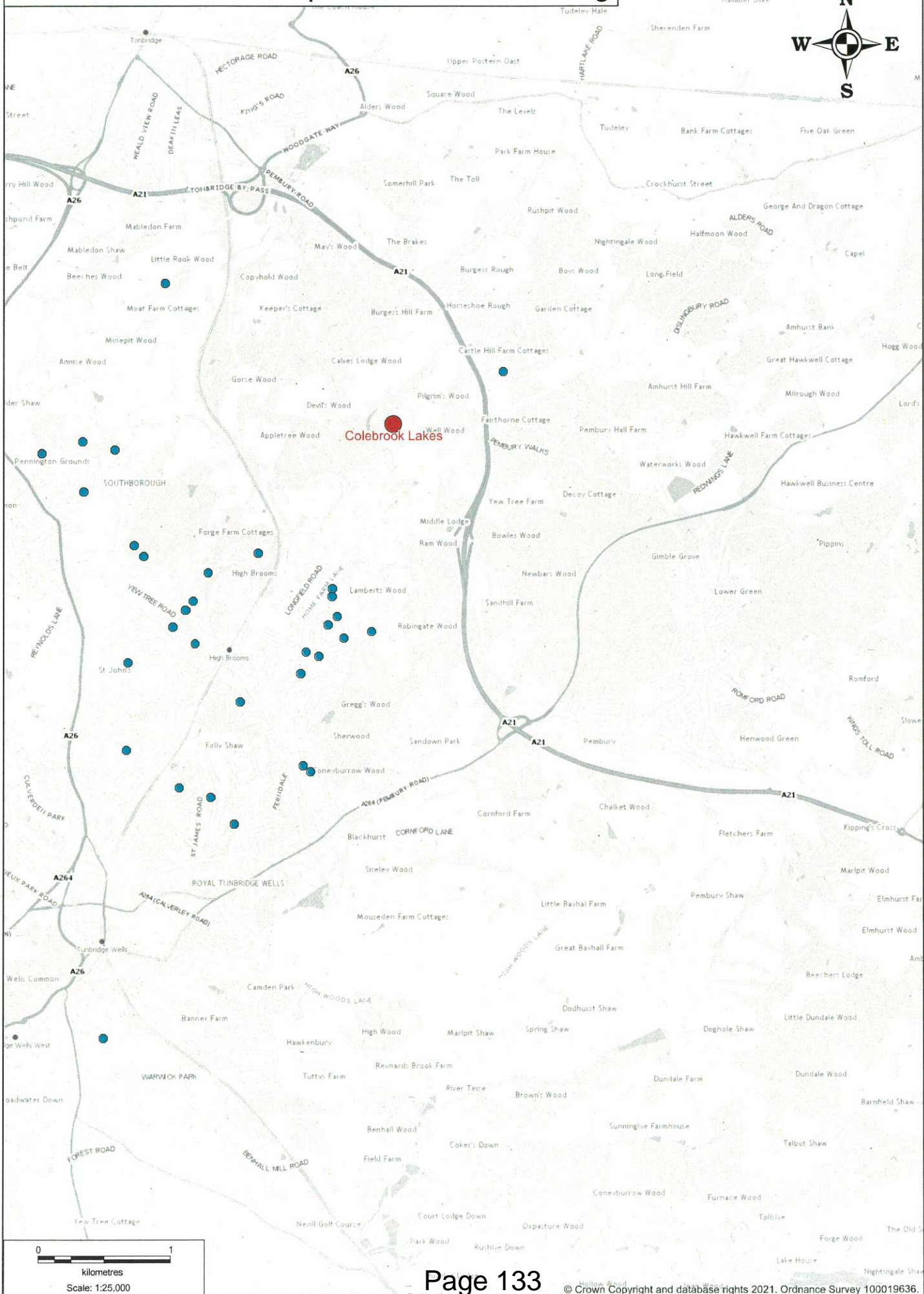
Colebrook Lakes Complainants: 7-9th Aug



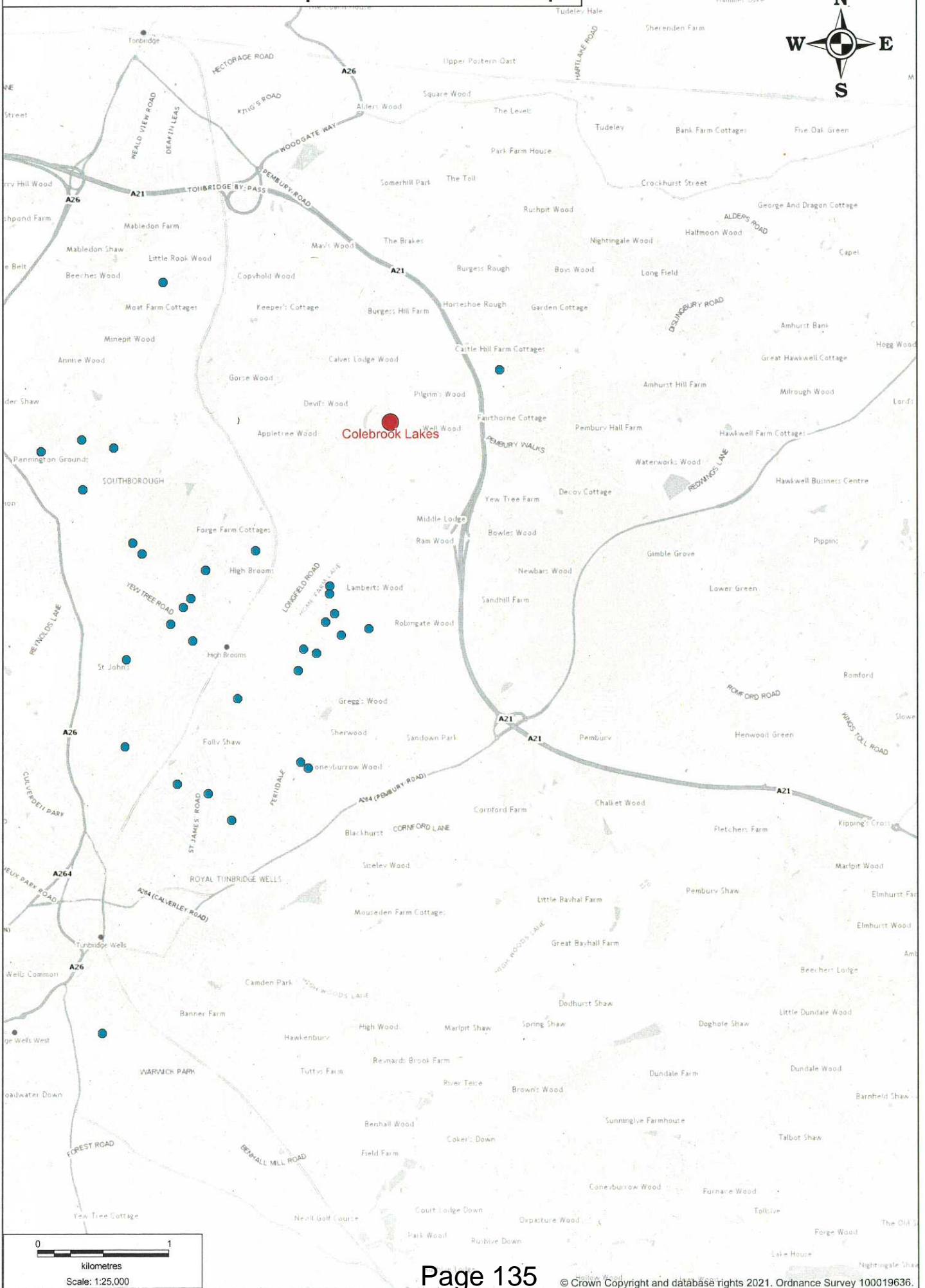
Colebrook Lakes Complainants: 14-16th Aug



Colebrook Lakes Complainants: 27-29th Aug



Colebrook Lakes Complainants: 18th Sept



Appendix 3 Photographs

Event 7-9 August 2021



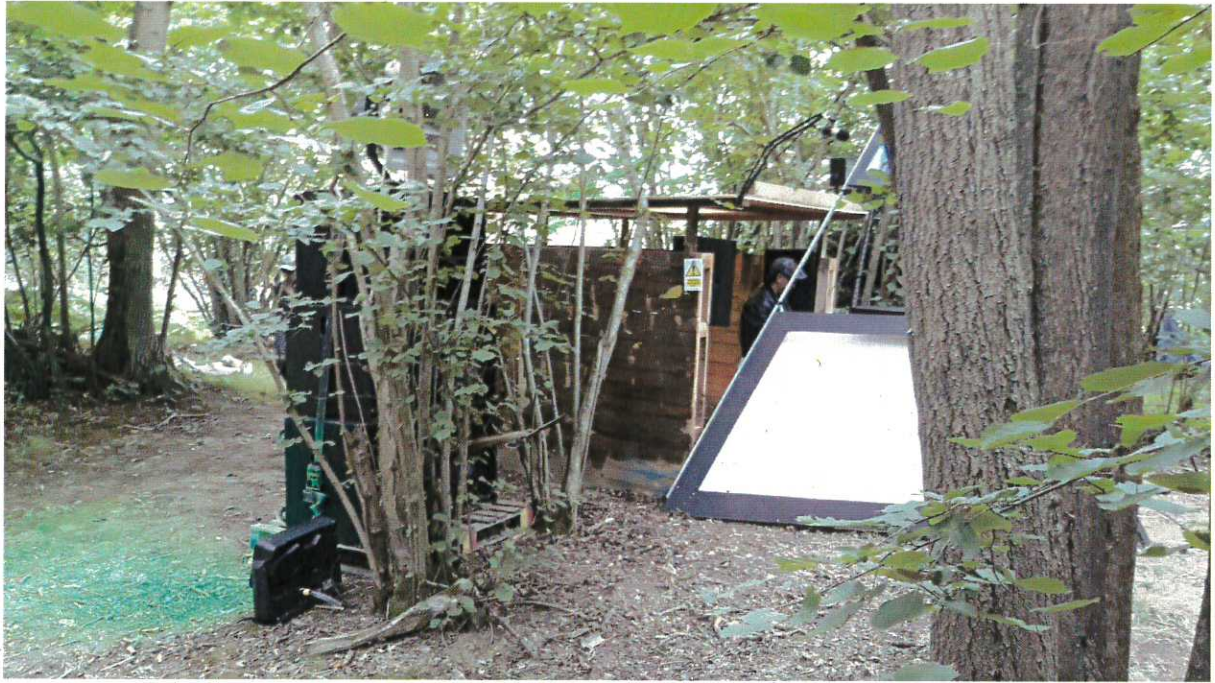
Event August Bank Holiday Weekend

















PREMISES LICENCE



The Licensing Act 2003
Schedule 12, Part A

Premises Licence Number	19/04133/LAPRE
-------------------------	----------------

Part 1 – Premises Details

Postal address of premises , or if none, ordnance survey map reference or description, including Post Town & Post Code

Colebrook Park
Colebrooke Lakes
Land East Of Kingstanding Way
Royal Tunbridge Wells
Kent TN2 3UP

Telephone number 07710 760166

Where the licence is time limited the dates

Not Applicable

Licensable activities authorised by the licence

Plays
Films
Live music
Recorded music
Performances of dance
Anything of a similar description to the activities of live music, recorded music or the performance of dance
Sale or Supply of Alcohol
Late Night Refreshment

Times the licence authorises the carrying out of licensable activities

Plays (Both Indoors and Outdoors)

Every Day	09:00 - 23:00
-----------	---------------

Films (Both Indoors and Outdoors)

Sunday to Wednesday	09:00 - 23:00
Thursday	09:00 - 00:00
Friday - Saturday	09:00 - 02:00

Bank Holiday Sundays 09:00 until 02:00 No films to be shown outdoors after 23:00

Licence Number: 19/04133/LAPRE
Issue Date: 23/09/2020

Page 1 of 15

Live music (Both Indoors and Outdoors)

Thursday	18:00 - 23:00
Friday	12:00 - 03:00
Saturday - Sunday	10:00 - 03:00

As decided by the Licensing Sub Committee on Monday 7 September 2020

The Premises Licence will allow the Premises Licence Holder to run two large events in 2021 for persons between 1500 and 4999 over a period of three days to enable the Environmental Health Department to carry out proper testing of the noise management plan prepared by SPL Track and provide live data to the committee.

Therefore on the Friday and Saturday of one of the events the terminal hour for the provision of live and all recorded music will be 04.00 hours

On the other event the terminal hour for the provision of live and or recording the music will be 03.00 hours

Recorded music (Both Indoors and Outdoors)

Thursday	18:00 - 23:00
Friday	12:00 - 03:00
Saturday - Sunday	10:00 - 03:00

As decided by the Licensing Sub Committee on Monday 7 September 2020

The Premises Licence will allow the Premises Licence Holder to run two large events in 2021 for persons between 1500 and 4999 over a period of three days to enable the Environmental Health Department to carry out proper testing of the noise management plan prepared by SPL Track and provide live data to the committee.

Therefore on the Friday and Saturday of one of the events the terminal hour for the provision of live and all recorded music will be 04.00 hours

On the other event the terminal hour for the provision of live and or recording the music will be 03.00 hours

Performances of dance (Both Indoors and Outdoors)

Every Day	11:00 - 23:00
-----------	---------------

Anything of a similar description to the activities of live music, recorded music or the performance of dance (Both Indoors and Outdoors)

Every Day	11:00 - 23:00
-----------	---------------

Sale or Supply of Alcohol

Monday - Wednesday	10:00 - 23:00
Friday, Saturday and Sunday	10:00 - 02:30
Thursday	10:00 - 00:00

In the camp site when in use for Category 1, Category 2 and Category 3 events the terminal hour is 03:00. For the avoidance of doubt, there will be no consumption of alcohol outside the site area but alcohol can be purchased in on bar area and consumed elsewhere within the site.

Late Night Refreshment (Both Indoors and Outdoors)

Sunday to Thursday	23:00 - 02:00
Friday - Saturday	23:00 - 02:30

The opening hours of the premises

Every day 00:00 - 00:00

The non-standard opening hours of the premises

Not applicable

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

Alcohol is supplied for consumption on the premises.

Part 2

Name, (registered) address, telephone number and email address (where relevant) of holder of premises licence

Mr Robert Sheridan Bowie
Honnington Farm
Vauxhall Lane
Southborough
Royal Tunbridge Wells
Kent
TN4 0XD

Mr Iain Nicholas Love
17 Franklin Road
Brighton
BN2 3AD

Registered number of holder, for example company number, charity number (where applicable)

Registered Business Number Not Applicable

Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol

Mr Iain Nicolas Samuel Love
17 Franklin Road
Brighton
East Sussex
BN2 3AD

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Licence Number: 1445/3/2017/03935/LAPER
Licence Authority: Brighton And Hove City Council



Gary Stevenson
Head of Environment and Street Scene
Tunbridge Wells Borough Council

Licence Number: 19/04133/LAPRE
Issue Date: 23/09/2020

Page 4 of 15

Annex 1 – Mandatory conditions

The supply of alcohol

- Where a premises licence authorises the supply of alcohol, the licence must include the following conditions:-

No supply of alcohol may be made under the premises licence -

(a) at a time where there is no designated premises supervisor in respect of the premises licence, or

(b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

- Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

Mandatory conditions in force from 28 May 2014

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1-

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979

(b) "permitted price" is the price found by applying the formula— $P = D + (D \times V)$

where -

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. - (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Mandatory Conditions in force from 01 October 2014

1.— (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

3.— (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

4. The responsible person must ensure that—

Appendix D

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available."

/b Exhibition of films

- Where the film classification body is specified in the certificate, unless subsection (3) (b) applies, admission of children must be restricted in accordance with any recommendation made by that body.

- Where -

(c) the film classification body is not specified in the certificate, or

(d) the relevant licensing authority has notified the holder of the certificate that this subsection applies to the film in question,

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

In this section -

"children" means person aged under 18; and

"film classification body" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39) (authority to determine suitability of video works for classification).

Door supervision

- Any premises which includes a condition that door supervisors must be at the premises to carry out a security activity, shall ensure that each such person is licensed to conduct such activities by the Security Industry Authority.

Annex 2 – Embedded conditions

Not applicable

Annex 3 – Conditions consistent with the Operating Schedule

Categories of event:

Category One

A Category One event is an event taking place on a Friday, Saturday and/or Sunday where:

- . Live music is provided indoors and outdoors until 23:00, and indoors only until 03:00 on the Friday and Saturday, and indoors only until 24:00 on the Sunday; or
- . Recorded music is provided indoors and outdoors until 23:00 and indoors only until 03:00 on the Friday and Saturday, and indoors only until 24:00 on the Sunday; or
- . The capacity of the event (on any given day) is more than 1500, but less than 4999 not including staff and contractors

Licence Number: 19/04133/LAPRE
Issue Date: 23/09/2020

Page 7 of 15

Appendix D

Category Two

A Category Two event is an event taking place Friday, Saturday and/or Sunday where:

- . Live music is provided indoors and outdoors and ceases at 23:00 on the above-mentioned days; or
- . Recorded music is provided indoors and outdoors and ceases at 23:00 outdoors on the above-mentioned days and indoors at 01.00 ; or
- . The capacity of the event (on any given day) is more than 1500, but less than 4999 not including staff and contractors.

Category Three

A Category Three event is any event taking place on any day or consecutive days where:

- . The capacity of the event (on any given day) is less than 1500 not including staff and contractors.
- . Live music shall not be provided outdoors after 23:00
- . Recorded music shall not be provided outdoors after 23:00

Conditions in relation to categories of events

- . The total number of Cat 1 and Cat 2 events to be held at the Premises the total number must not exceed that permitted in the licence granted to Sound and Light Management Ltd and any events run by Sound and Light Management Ltd will be taken into account in determining how many Cat 1 and Cat 2 events can be run by the Premises Licence Holder
- . There shall be no more than one (1) Category One event per annum (January to December)
- . There shall be no more than two (2) Category Two events per annum (January to December)
- . There shall be at least 28 days between the end of any Category One event and any Category Two event
- . There shall be at least 28 days between the end of any Category Two event and a second Category Two event
- . The duration of any Category One or Category Two event shall not exceed 3 days (72 hours)
- . There shall be no restriction on the number of Category Three events

General - all four licensing objectives

1. Stage and Zone Managers will have direct radio contact with medical and emergency services on site
2. All staff will be fully briefed on evacuation procedures
3. Age verification checks are undertaken prior to the issue of adult wristbands on entry to the premises
4. The event organiser, contractor and any staff employed thereof shall comply with the conditions of this licence
5. The Premises Licence Holder or their authorised representative shall prepare and submit to the Licensing Authority, Kent Police, EHO Tunbridge Wells and EHO Tonbridge and Malling and KCC Highways for each Category One or Category Two event, at the site a specific Event Management Plan (EMP). The EMP shall deal with, but not be limited to, the following issues:
 - a) Event profile and overview
 - b) Management structure, chain of command, event management responsibilities, emergency liaison team
 - c) Public and worker safety including security and crowd management within the premises
 - d) Major incident plan including emergency vehicle routes, evacuation procedures and places of safety
 - e) Premises information detailing by zone, including but not limited to, fire safety, temporary structures, barriers, fencing, sanitary washing and welfare facilities, lighting and electrical provision, fuel storage and use
 - f) Health and safety policy and specific risk assessments for activities undertaken pre-event, during and post-event
 - g) First aid and medical services plan
 - h) Arrangements for cleansing the premises and the welfare activities to be provided pre-event, during and post event

Licence Number: 19/04133/LAPRE
Issue Date: 23/09/2020

Page 8 of 15

Appendix D

- i) Lighting (which shall include a plan detailing suitable and sufficient security, safety and amenity Lighting in respect of all events)
 - j) Camping plan
 - k) Signage (including details of signage to be displayed at the entrance and exits of the premises, drinking water points signage and crime prevention measures e.g. location of secure property lockers if provided)
 - l) Traffic management (including a public transport plan and traffic impact assessment)
 - m) Evacuation Plan including forward control facilities
6. The Event Management Plan shall be submitted to the Licensing Authority, EHO Tunbridge Wells and EHO Tonbridge and Malling and Kent Police no later than Calendar 2 months prior to the event in question or such other period as may be agreed between the Premises Licence Holder, Kent Police and the Licensing Authority
7. The Premises Licence Holder shall comply with the provisions of the Event Management Plan at all times during the event to which it relates
- Notice of Events
8. The Premises Licence Holder shall submit to Kent Police and the Licensing Authority a proposed calendar of events at the premises including any events outside the scope of the Licensing Act 2003. This calendar shall be submitted annually in January detailing the events planned for the following 12 months. Any additions, amendments or alterations to the calendar of events shall be notified to Kent Police, EHO Tunbridge Wells and EHO Tonbridge and Malling and the Licensing Authority in writing (by letter, email or fax) as soon as practicable
9. For all category one and category two events the period of notice to be given shall be three months prior to the proposed event unless prior agreement is obtained in writing from Kent Police
10. The Premises Licence Holder or their authorised representative shall attend Safety Advisory Group (SAG) meetings whenever an event to be held at the premises is on the agenda.
11. The Premises Licence Holder shall provide on the request of Kent Police, EHO Tunbridge Wells and EHO Tonbridge and Malling or the Licensing Authority figures for pre-event ticket allocation, such information to be supplied within 24 hours of any such request so far as possible
12. The Premises Licence Holder shall ensure that risk assessments are produced for each Category One and Category Two event, and that these shall be made available to the Licensing Authority, EHO Tunbridge Wells and EHO Tonbridge and Malling and Kent Police no less than 28 days before the event where practicable
13. The Premises Licence Holder shall ensure that external organisers or promoters are issued with an agreement for hire of the Event Site, or part thereof. That agreement shall include the conditions attached to the Premises Licence and, if relevant, those agreed as a result of meetings of the Safety Advisory Group
14. For Category One and Category Two events the DPS or at least one Personal Licence Holder shall be present during the whole time alcohol is sold. Details of the nominated deputies shall be provided to the Licensing Authority and Police at least 30 days prior to the commencement of a Category One or Category Two event
15. When alcohol is sold at a Category One or Category Two event the following conditions will apply to all bars, both for the public and in hospitality areas:
- a) Unless otherwise agreed with the relevant members of the Safety Advisory Group, bars will be closed at least 30 minutes before the event finish time with the exception of the Camp Site Area.
 - b) Bars will not be permitted to run price promotions, happy hours or other promotions designed to encourage excessive drinking
 - c) Drinks will not be sold or served in glass vessels or containers
16. Upon reasonable request, authorised enforcement officers of the Responsible Authorities: Environmental Health Team, Kent Police and Fire Service, must be provided with security passes for full and free access at all times to each and every part of the licensed area

Appendix D

17. A communication system must be provided to ensure the effective operation of the site under both normal and emergency evacuation conditions. The Premises Licence Holder must provide an adequate incident control centre and a rendezvous point for the Police and other emergency services
18. Adequate drinking water points in suitable locations must be provided and maintained to the satisfaction of the Safety Advisory Group or their authorised representative
19. Adequate sanitary accommodation must be provided and maintained to serve the licensed event to at least the standards contained within the "Guide to Health, Safety and Welfare at Pop Concerts and Similar Events", or as advised by the Environmental Health Team. Suitable arrangements must be made for the collection and disposal of used hand towels, sanitary towels and other refuse from the sanitary accommodation
20. Details of the proposed location, level of provision and means of effective maintenance and servicing of sanitary accommodation must be submitted to the Safety Advisory Group or their authorised representative if requested
21. Details of the proposed location, level of provision and means of effective maintenance and servicing of sanitary accommodation must be submitted to the Safety Advisory Group or their authorised representative if requested
- The prevention of crime and disorder
22. For Category One and Category Two events the Premises Licence Holder will provide a full list of security numbers for each event including team leader details one week prior to the event opening to the public
23. For Category Three events the Premises Licence Holder shall operate events under a risk assessment. SIA door staff shall be employed on a risk assessed basis. Risk assessments for Category Three events shall be available to the police and Licensing Authority upon request
24. The Premises Licence Holder shall ensure that all Security Staff and Stewards receive a written statement of their duties, which may be electronic
25. All Security Staff and Stewards shall be capable of communicating instantly with one another by way of radio or other simultaneous system of communication
26. All Security Staff shall wear distinctive clothing to clearly identify them as Security Staff
27. For events identified by Kent Police the Premises Licence Holder will provide suitable receptacles to dispose of alcohol, glass, drugs, needles and weapons on entry to such an event and such provision must be made at all entrances to the event. Placement and number of bins must be agreed with Kent Police prior to any area of the event opening to the public
28. Searching as a condition of entry will be mandatory when directed by Police following consultation with the Premises Licence Holder based on audience profile and police intelligence prior to any event
29. Searching with a fully trained drugs dog will be mandatory when directed by Police following consultation with the Premises Licence Holder based on audience profile and police intelligence prior to any event
30. Plain clothed members of staff are to be engaged during Category One and Two events. Their specific and only task is to watch out for incidents and any form of drug consumption sale or supply. Security staff will be informed of such activity as witnessed and procedures agreed with the police in relation to detention and arrest of suspects to be implemented
31. Ticket conditions shall indicate that searching will be undertaken. Signage shall be displayed at all entrances indicating searches will take place
32. The Premises Licence Holder shall put up a clearly visible notice advising those attending that the Police will be informed if anyone is found in possession of controlled substances or weapons
33. A clear and unequivocal message shall be placed on all advertising and publicity material created by the Premises Licence Holder that the premises operate a zero tolerance policy towards drugs whether it be in relation to possession, dealing or using
34. The Premises Licence Holder shall maintain a register of all drugs found or seized within the premises and notify Kent Police or any such items as soon as practicable. Drugs will be kept within a secure storage facility and will only be removed on collection by a Police Officer or PCSO

Appendix D

35. Crime and disorder prevention advice shall be written in consultation with the Police and any agreed crime prevention advice shall be displayed on signage around the Event Site during Category One and Category Two events and shall also be publicised on the event's website and any agreed appropriate social media sites

36. The Campsites, Car Parks and Event Site shall be patrolled by security and stewards in accordance with the Security and Stewarding Plan during a Category One or Category Two Event

37. No glass containers or bottles shall be allowed inside the Event Site during a Category One or Category Two event, with the exception of approved event traders. Bottle banks shall be located at the entrances to the Event Site to facilitate disposal

38. During Category One or Category Two events all sales of alcohol and other drinks shall be provided in polycarbonate or similar non-glass drinking vessels. All glass bottled drinks shall be decanted at point of sale

The prevention of public nuisance

39. A dedicated telephone line shall be set up and staffed by the Premises Licence Holder at all times during any event when reasonably required by the Licensing Authority so that members of the public can contact the Premises Licence Holder with any problems they may have. The Premises Licence Holder is to log all calls which are received and include what action has been taken, the log is to be available for inspection by authorised officers upon request. The number of this telephone line shall be publicised at least two weeks prior to the start of the event to residents likely to be disturbed by the activities at the event

40. The Premises Licence Holder will take all reasonable steps to ensure that amplified music will not cause a nuisance

41. The Premises Licence Holder shall appoint a suitably competent person(s) who shall prepare and implement on and off site Traffic Management Plans (TMP's) which shall be included as part of the EMP. The Off Site Traffic Management Plan shall include detail on:

- a. Parking provisions
- b. Road signage and offsite infrastructure
- c. Internal signage to car parks and campsite
- d. Road cleaning
- e. Bus and coach station provision
- f. Rail and ride provision
- g. Road closures
- h. Contingency plans for ground surfaces
- i. Provision and management of a public drop off and collection point

42. Any queue which forms outside the premises shall be stewarded at all times to ensure that minimal disturbance is caused

43. The Premises Licence Holder shall encourage customers not to congregate outside the premises after the event has finished

44. Promotional literature and tickets will contain information regarding public transport options and shall request persons to leave the area quietly

45. A sufficient number of easily identifiable, readily accessible receptacles for refuse must be provided, including provisions for concessions/outlets. Arrangements must be made for regular collection. Public areas must be kept clear of refuse and other combustible waste prior to, and so far as is reasonably practicable during events

46. Litter bins shall be provided throughout the Campsites, around the Event Site and in the Car Parks and shall be regularly emptied by the litter teams to prevent a build-up of waste

47. After any event any litter remaining will be collected and removed from the site as soon as physically possible, either overnight or starting daybreak the following day if it is considered impractical to collect the litter in darkness

48. The following noise conditions shall apply:

- a) The Premises Licence Holder shall ensure that a noise control consultant shall be appointed, who shall liaise between all parties including the Premises Licence Holder, promoter, sound system supplier, sound engineer and the Environmental Health Team on all matters relating to noise control prior to the event.

Appendix D

- b) For the purposes of monitoring music noise levels during the event and sound check, the noise control consultant shall contact the Environmental Health Team not less than 14 days before the event unless otherwise agreed in writing and agree noise sensitive locations which are to be used to monitor compliance with conditions (d), (e) and (f).
- c) A noise propagation test shall be undertaken in consultation with representative(s) of the Environmental Health Team prior to each Category One and Category Two event in order to set appropriate control limits at the sound mixer position. The sound system shall be configured and operated in a similar manner as intended for the event. The sound source used for the test shall be similar in character to the music likely to be produced during the event.
- d) The Music Noise Level (MNL) shall be managed to achieve whichever is the lower of background noise + 15dB or 65dB with MNL and background noise as defined in the Pop Code
- e) In addition, the music noise in the 63Hz and 125Hz octave frequency band shall be managed so as not to exceed 15dB above the numerical value of the corresponding MNL
- f) After 23:00 the MNL shall be managed so as to be as low as reasonably practicable but shall not be less than 40dB and not greater than 45dB
- g) Rehearsal and sound check times shall be limited between the hours of 10:00 and 20:00. Notification of the time(s) and duration of sound checks shall be provided to the Environmental Health Team at least 24 hours beforehand.
- h) The Premises Licence Holder shall ensure that the promoter, system supplier and all individual sound engineers are informed of the sound control limits and that any instructions from the noise control consultant regarding noise levels shall be implemented.
- i) A communications link should be provided to enable condition (g) above to be complied with and any numbers / radios shall be made available to the Environmental Health Team prior to the event starting.
- j) The appointed noise control consultant shall continuously monitor noise levels at the sound mixer position and advise the sound engineer accordingly to ensure that the noise limits are not exceeded. The Environmental Health Team shall have access to the results of the noise monitoring at all times. The Environmental Health Team shall have access and facilities to enable them to carry out their own monitoring.
- k) The speakers must be located to the satisfaction of the Environmental Health Team.
49. The premises licence holder will supply a general noise management plan to the Licensing Authority and EHO Tunbridge Wells and EHO Tonbridge and Malling annually in January alongside the calendar of events. The plan will deal with issues including:
- How noise from events will be controlled to prevent public nuisance
 - How noise from public address systems and other noise sources will be controlled to prevent public nuisance
 - The contact details for any acoustic consultant(s) appointed for any Category One or Category Two events taking place that year. The acoustic consultant(s) should have appropriate qualifications and experience in undertaking noise monitoring. Should the Licensing Authority disagree with the choice of acoustic consultant(s) then the Licensing Authority shall notify the Premises Licence Holder in writing and an alternative acoustic consultant(s) shall be appointed where practicable
 - The locations of any noise sensitive premises where noise monitoring is proposed to take place during any Category One or Category Two events
 - The equipment to be used by any acoustic consultant(s) appointed for any Category One or Category Two events for noise monitoring
 - Details of how communication between the acoustic consultant(s) and mixing desks or noise control operators will be managed

Appendix D

g. Details of how communication between the acoustic consultant(s) and the Environmental Health Team will be managed

h. A proposed format for a post-event report following any Category One or Category two event

50. Following any Category One or Category Two Event the premises licence holder shall submit to the Licensing Authority a post-event report giving noise monitoring data and details of any complaints received on the complaints hotline during the event. The report will be submitted to the Licensing Authority within 28 days of the event

51. Residential properties and the relevant amenity group(s) in the immediate vicinity of the Event Site will be contacted as soon as reasonably practicable (and in any event no later than 14 days) prior to any Category One or Category Two event advising them of the times of the event and any sound check or rehearsal times and giving them a telephone number to contact in the event that they have any complaints.

52. During the build-up and break down of the events site, any activities that might cause noise to be audible outside the Event Site will be limited to the hours of 08:00 to 20:00 Monday - Friday, and 10:00 and 18:00 Saturday - Sunday

53. Any generators, refrigerators or other machinery running overnight will be silenced, screened or sited so as not to be audible outside the Event Site

54. Unless agreed in writing with the Licensing Authority there shall be no use of fireworks or pyrotechnics at any Category One or Category Two event

55. The Premises Licence Holder shall make arrangements, to the satisfaction of the Licensing Authority, for the cleansing of litter and waste in the vicinity of the Event Site during and after Category One and Category Two events

56. A Noise Dispersal Plan will be prepared in respect of each event held at the premises
Public safety

57. The Premises Licence Holder shall identify a competent event safety officer for all events and circulate their name to the Licensing Authority and Kent Police in order to provide a specific point of contact in relation to all matters pertaining to safety, before, during and after events. The Event Safety Officer must have the authorisation and an ability to act unhindered on any issues relating to safety

58. Adequate medical and first aid cover and facilities appropriate to the licensed event must be provided

59. Emergency exits and entrances to the event area must be kept clear at all times and must be provided with clearly visible signage

60. Adequate stewarding within the licensed area must be provided at all times during the licensed event

61. Stewards will be easily distinguishable from members of the public and other SIA or Police personnel and shall wear reflective clothing clearly marked "Steward" or other appropriate word signifying their duties

62. For all events all Stewards will be trained in their duties prior to allowing members of the public onto the premises to ensure they have a full understanding of the operation, safety and emergency procedures applicable to the event. All training records will be kept by a responsible person and be available for inspection upon reasonable notice being given

63. No event likely to exceed a capacity of 1500 people shall be held unless there are two operational entrance/exits from the event site onto the adopted road network unless written agreement is obtained from the SAG

64. The Premises Licence Holder will ensure that there are adequate means of control to ensure that only permitted numbers of persons gain access to the event site

65. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and firefighting equipment

66. A schedule detailing types and locations of firefighting equipment must be submitted to the Safety Advisory Group or their authorised representative as required

67. For all category one and category two events full structural design details and calculations of all and any structures to be erected within the licensed area, must be submitted to the Licensing Authority 14 days prior to the event unless a shorter time has been agreed in writing. A certificate from a competent person or engineer that a completed structure has been erected in accordance with the

Appendix D

structural drawings and design specification must be available for inspection prior to a relevant structure being used during the licensed event

68. The Licensee must maintain a regular fire patrol at all times when the public are present in the licensed area to check for and guard against possible fire hazards. The area underneath the stage to be kept clear of flammable materials

69. All parts of the Event Site intended to be used in the absence of adequate daylight and all essential safety signage shall be suitably illuminated. Details of the locations and level of illumination must be submitted to the Safety Advisory Group

70. Unless otherwise agreed, the Premises Licence Holder must ensure an Egress Management Plan is presented to and agreed by the Safety Advisory Group, or their authorised representative, no later than 28 days prior to the event or as soon as practicable

71. The Premises Licence Holder shall appoint a suitably qualified competent person who shall prepare and implement a Trader Information Management Plan which shall be included as part of the EMP

72. Details of the food and drink outlets shall be provided to the Licensing Authority at least 30 days prior to the event or as soon as practicable, to include:

a. Location of each individual outlet on plans provided to the Licensing Authority

b. Name of each outlet, trading name, food business operator and contact details, local authority with which the outlet is registered

73. Food and drink outlets shall be monitored and managed to comply with food safety legislation, have in place a food safety management system which shall be available for inspection by the festival management and the Licensing Authority and that each is registered with a local authority

74. Any outlet found to be contravening any conditions of this licence or the EMP shall be prohibited from trading on the Event Site during a Category One or Category Two event and asked to leave the site

75. The Premises Licence Holder shall appoint a suitably qualified competent person who shall prepare and implement a Campsite Management Plan which shall be included as part of the EMP

76. In the event of a serious incident the lights will be turned on and the show shall be stopped

77. During Category One and Two Events a suitable physical barrier shall be put in place to prevent patrons gaining access to the body of water on the Event Site. This barrier shall be maintained at all times the Event Site is open to the public

The protection of children from harm

78. There shall be a welfare point (or equivalent area) for the reporting and management of lost children. The welfare point will be staffed by trained (and appropriately certified by the Disclosure and Barring Service) members of staff who will be in radio contact with the head steward and the safety co-ordinator

79. A recognised 'Proof of Age' scheme (Challenge 21 or Challenge 25 as appropriate) shall be implemented to the satisfaction of the Licensing Authority and the Police with signage being displayed in all locations relevant to the sale of alcohol

80. The Designated Premises Supervisor (DPS), or a person on their behalf, shall provide suitable training or instruction to all staff engaged in the sale of alcohol in relation to the prevention of sales to persons under the age of 18 years and to persons who are, or appear intoxicated with alcohol. A written record shall be made of such training and be made available to the Licensing Authority or Police upon request

81. NO person under the age of 18 shall be permitted to serve alcohol

82. Soft drinks and free drinking water shall be available on site as an alternative to alcohol.

83. No person under the age of 13 shall be permitted access through the entrances to the main secured site unless they are accompanied by an adult. Persons under the age of 18 shall be supplied with a tamper proof child specific wristband

Glossary of terms:

Event Site means any area for the provision of licensable activities in the form of the supply of alcohol, regulated entertainment and late night refreshment

Licence Number: 19/04133/LAPRE
Issue Date: 23/09/2020

Page 14 of 15

Licence issued by:
The Licensing Partnership P.O. Box 325, Hoaks Kent TN13 1GP
Telephone number: 01732 227004

Campsite(s) means any area set aside for the provision of camping

Car Park(s) means any area set aside for the parking of motor vehicles or other modes of transport

EMP means the Event Management Plan

SAG means the Safety Advisory Group

Licensing Authority means Tunbridge Wells Borough Council

Premises Licence Holder means Mr Iain Nicolas Samuel Love and Mr Robert Sheridan Bowie or any subsequent transferees

Annex 4 – Conditions attached after a hearing by the licensing authority

Licensing Sub Committee Monday 7 September 2020.

The Premises Licence is amended to allow the Premises Licence Holder to run two large events in 2021 for between 1500 and 4999 persons over a period of three days to enable the Environmental Health Department to carry out proper testing of the noise management plan prepared by SPL Track.

On the Friday and Saturday of one of the events the terminal hour for the provision of live and all recorded music would be 4 AM

On the other event the terminal hour for the provision of live and or recording the music would be 3 AM.

These events will replace one Category 1 event and one Category 2 event otherwise all existing conditions of the licence will continue to apply for 2021.

Annex 5 – Plans

Please see attached

This page is intentionally left blank

From: Luke Johnson

Sent: 13 October 2021 14:56

To: Licensing

Subject: 21/02689/REVIEW

Dear Sir, Madam,

I write in connection with the review of licence with respect to Colebrook Park.

I object in the strongest possible terms to the Category 3 licensed events continuing in their current form. At a minimum, the conditions requested by the EP Team should all be imposed (or the strongest form of them where expressed in the alternative).

The five events that took place over August and September this year caused significant disruption to my family. We live on Vauxhall Lane, which I understand is over a mile away from the venue (as the crow flies). Despite this distance, on the dates in question loud, thumping base music was audible from around midday to well past midnight. This made our garden unusable and ruined the natural ambience of the Weald.

The music penetrated the house at night time even with all windows shut. This made it impossible to sleep until the event ended. During the day, the music could be heard in any room where the radio or television was not being used to drown it out. It is not reasonable to require residents to flood their houses with noise all day just to drown out the sound of these events. I would also note that such method of drowning the noise out is rather ineffectual given the ability for base beats to be heard over "regular" noise.

I understand from the terms of the license that these events are intended to be for all practical purposes inaudible. As I hope the above demonstrates, this is emphatically not the case. These events are causing significant disturbance to residents of the area. Immediate steps need to be taken to control the noise output and successfully render them inaudible. If that cannot be achieved, they should be prohibited.

Yours faithfully,

Luke Johnson

From: Andrew Pentecost

Sent: 15 October 2021 14:15

To: Licensing <licencing@sevenoaks.gov.uk>

Subject: 21/02689/REVIEW

Further to recent correspondence with Tunbridge Wells Borough Council, I write to advise of the effect on us of the Alfresco Festival in Colebrook Park this year.

I live at Sandhurst Park TN2 3SZ.

In previous years we have been subjected to 3 days of loud music booming out (especially, of course, bass and drums).

This year, we didn't really hear anything during the day but music was evident when we went to bed and continued until well after midnight. It was not excessively loud but was, nonetheless, disturbing at that time of night.

Regards

Andrew

Name: Mrs Emma Underwood

Address: Southborough, Royal Tunbridge Wells, Kent TN4 0AP

Comments Details

Stance: Customer objects to the Licensing Application

Reasons for comment: - Noise Disturbance

Comments: 11:13 AM on 19 Oct 2021 I suffered extreme disturbance from two recent events at Colebrook Lakes, on 27 to 29 August and 18-19 September. The Alfresco event was the worst of the two. I was disturbed from excessive noise throughout the whole festival during the day and the night. One night until 3am. I lodged a complaint at 1.30am on one of the Alfresco evenings and the following day at 5pm. The noise from both events that disturbed the most was the loud base. It sounded like it was thumping through the walls of my house and I could feel the beat through the bed and through my body. The noise definitely increased in volume as the evening progressed. For example, during the Alfresco festival , the noise was more low key at 11am and seemed to get louder at 5pm and then louder again at 10pm and was unbearable when I was in bed. The noise appeared worst in the evenings and the early hours as there was no other ambient noise around to muffle it. I was disturbed in the day too but this was less upsetting as I could get on with my day. I was very upset at night as I couldn't sleep and I had to close my windows when it was very hot. The noise appears to get funnelled up to Brian Crescent, where I live, as we are in an elevated position bordering woodland. I noticed that the noise was not noticeable down in the industrial estate but back at my house it felt as though my house was on top of the festival. Loud music until 3am is not fair on residents. No-one should be subjected to the level of noise the Alfresco festival generated and certainly not to 3am. It should finish at 9.30pm. Why should the majority of residents who pay high council tax have to suffer such intolerable noise for the minority who want to party? I can't put into words how much stress was generated by the Alfresco festival. I can't imagine having to live through that year after year and I know all my neighbours in Brian Crescent feel the same.

Appendix E

From: Joanne Funnell
Sent: 27 October 2021 11:06
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

Please see below my comments for the above hearing regarding the Colebrook Park Events.

I am one of the local residents who has had to endure these awful music festivals over the past few years. Every time they are here there are complaints about the volume and base from the events. Every time people call and complain and all that is done is calls are logged. Nothing is done at the time of the event so as soon as it starts we know its going to be like that all weekend. We are trapped and feel very annoyed that nothing can be done. Why should our weekends be ruined by these events. The organisers and licence holders are not very sympathetic. I have spoken to both in the past and they say they will do something but they do not and probably have no intention of doing anything. I have severe anxiety and I cannot leave the house which is why I feel like I am trapped in my own house when these events are on, they are simply awful and should not be allowed to go on at this site which is surrounded by houses. I understand there was 54 complaints from the last events which incidentally were on every weekend throughout August giving us no weekend respite from it. These events make me ill to the point I can't eat, I get very anxious even when I see a event is going to happen at that site because I know what is going to happen. Please can you do something as these events have been allowed to go on for years now at the same high music level and it is simply not acceptable to us locals who have to put up with them every year. Even writing this I am feeling anxious as I really want something done about this but am unable to attend to get my point across. Please please think about the residents when reviewing the licence, we shouldn't have to feel trapped in our own homes and feel ill because of licence holders and organisers who don't care about the noise they make to the local residents. Thank you. Joanne Funnell

Ive also attached some comments from a petition I started regarding this which incidentally has over 300 signatures which gives you a indication of the amount of people it affects.

Reasons for signing

See why other supporters are signing, why this petition is important to them, and share your reason for signing (this will mean a lot to the starter of the petition).



Alice Swan
2 weeks ago

A whole week of thumping bass, day and night

♡ 1



Steph Collie
2 weeks ago

Events that are this loud should not be able to go past midnight when there are so many residents living nearby. An earlier cut off time should be introduced for loud music on evenings before the standard work days. (On Sun 22nd loud music continued beyond 12am.)

♡ 1



Alexander D
2 weeks ago

The events at Colebrook are an absolute menace. The licensing allowing that allows these to continue until 3am makes absolutely no consideration for the volume of people living nearby. This needs to be changed.

♡ 1



Linda Basins
2 weeks ago

I live in High Brooms & can hear the thumping beat from the Festival day & night. Last night the thumping beat went on until 3 am in the morning. I had trouble sleeping. I believe all live music should cease at midnight.

♡ 1



Megan Colclough
2 weeks ago

The noise from this festival was incredibly loud and disruptive, particularly at night. I understood it was meant to end at 11:30pm but it goes on much later than that, until 3am. Can't have windows open because of the noise, and during the day can't sit in the garden. It's been across 3 days so our whole weekend ruined, and other festivals on this site are similar - this year they have been on consecutive weekends.

♡ 3

Share Tweet



Clare Hardy
2 weeks ago

It's an unsuitable site for loud music with a penetrating bass that travels up to 5 miles until 3am, and not just the one festival any more, but multiple festivals every weekend. It's way too close to residential areas. "Having fun" by some, shouldn't mean causing misery to others.

♡ 1



♥ 1



Richard Groves

2 years ago

These noisy events at Colebrook are causing a lot of distress to many residents across the area including myself and need to be stopped because they are simply too close to thousands of homes. The sound travels for literally miles and is far too loud; furthermore the organisers have treated residents with contempt when they have complained and additionally the events sometimes continue into the early hours of the morning when the licence requires them to stop before midnight.

♥ 2

Share Tweet



Chloe Comeau

2 years ago

I live very close to Colebrook Lakes and am fed up of the bass noise coming into my house when I am trying to have a relaxing bath at night time. Am also pregnant so need my sleep but with the noise from these damn festivals it makes sleep extremely difficult!

If people want these festivals they should go somewhere like Glastonbury and leave us all in peace!

We moved here thinking it was a quiet area to bring up a family but it seems we were proved very wrong. These festivals actually really get me down and make me want to move house. 😞

♥ 2

Share Tweet

From: D Lambert
Sent: 27 October 2021 15:59
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

Hello I tried to comment on review 21/02689, but got an error message when I tried to submit my comment. I've copied the comments below and would be grateful if you would forward them to the appropriate person. I am commenting as a member of the public, and the reason for my comment is Noise disturbance.

Thank you

Comment begins:

We agree with the grounds for review of the licence as stated by Duncan Haynes. We are speaking as residents affected by events held at Colebrook Lakes both this year and previous years..

- Whether Class 1 or 3 events - the noise levels remain the same. As for making a distinction between inside/outside events - a marquee hardly counts as inside
- We had 3 day festivals on 3 consecutive weekends. Should never be so close together, gives no respite, should spread apart and 1 day only

There seems to be no noise reduction in operation. The only mitigating factor I have found is the wind direction. Events held 7/9,14/16 August, the wind was blowing from the SW - blew any noise away from T Wells.

However, 27/29 August, the noise was noticeable because wind was blowing towards the town. We live about 2 miles away in a dip close to Hilbert Park. The noise woke us 2.30am Friday 27, Saturday 28 about 1.30am, despite wearing ear plugs and bedroom windows closed. It sounded as if it was very close.

- Events should cease at 11.00pm.

We went out for the day on Sunday 29th to avoid the noise, but when we came home, it was very loud, coming across in waves as wind direction changed. Inside the house, we heard the beat above the TV with all the windows closed. At one point I thought it was a car parked outside the music was so loud.

When we went to bed, we closed the bedroom windows and wore earplugs and yet still heard the relentless base beat. I was so angry about the disturbance I contacted our councillors and councillors for Sherwood the next day.

On 18/19 Sept, noise was audible from 10pm. At first I thought it was a party, but realised it was coming again from North Farm direction.

We would have booked to go away on 27/29 August to avoid the noise, but it was too expensive. It just seems unfair and impacts on residents in the area. We personally would question the wisdom of allowing loud music events so close to a densely populated area. JP & DA Lambert

From: Linda Playne
Sent: 27 October 2021 17:00
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/Review

Good afternoon

I would like to lodge my objection to the licencing of events at Colebrook / North Farm. Tunbridge Wells.

As local residents we have on numerous occasions been subject to loud music late into the night from events at this location over the last few years.

This year the Alfresco Festival that was held over the August Bank Holiday weekend was unacceptable - loud music from lunchtime through until 3am disturbed us all weekend making sleeping difficult and spoiling the daytime as we couldn't even relax in our garden. This is just the worst of a number of events that have caused us issue both this and previous years.

I do hope you give due consideration to the well being of local residents when looking at the renewal of the licence for this venue and choose not to renew.

Best regards

Mr & Mrs Playne
Tunbridge Wells
TN2 3HW

From: Samantha L Porter
Sent: 27 October 2021 12:05
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

COLEBROOK PARK LICENCE REVIEW 21/02689/REVIEW

Dear Sirs

Our property is situated approximately 700m away from the heart of the Colebrook venue with only open land and the A21 in between. For clarification, our property is located at the 'Autoright' pin on Google Maps shown when our postcode, TN11 0FW, is searched. We have lived here for just over 2 years.

After being disturbed by loud music and heavy bass noise for the first time on Saturday 7 August, we looked into the matter. We noted that according to the current Licence (19/01433/LAPRE) live and recorded music both indoors and outdoors is permitted on Thursdays 18.00-23.00, on Fridays 12.00-03.00 and on Saturdays and Sundays 10.00-03.00. Potentially causing us considerable disturbances for a total of 54 hours for every weekend of the year.

We were then horrified to learn that an application had been made by the Licencees to extend these hours for 4 'large' events per year and that, if approved by the Licensing Committee, all music could play both inside and outside until 04.30 for a total of four days over bank holidays. The application also requests that the time period between these 4 events be shortened from 28 days to the 21 stated in the current licence. This is in addition to the 54 hours of music permitted for every other weekend. Although we can find no evidence of the Licensing Committee approving this variation, we assume it has been granted as we have discovered that a 4 day event is planned at the venue for 6-9 May 2022 (Tribal Village Outdoors) and tickets are already on sale via accessallareas.org.

The noise management plans specified within the licence for the larger events do not apply to the smaller Category 3 events. Whilst outside music must finish by 11pm, indoor music is permitted until 03.00. Indoor music at Colebrook is played in a marquee which evidently provides hardly any soundproofing qualities and we feel that any indoor provisions should be removed from the Licence for all categories of events, therefore ensuring that all music finish by 11pm at the venue. Together with noise management plans for all categories, keeping disturbances to local residents to a minimum. Limiting the total number of events at the venue and increasing the respite period between them would also be welcome.

Current noise levels and event durations, we feel, are excessive and regular disturbances as permitted under the current Licence will affect not only the way in which we enjoy our property, but also the state of our mental health.

Details of our experience of disturbances are outlined below.

We were first disturbed by the loud music, heavy bass and overly loud p/a systems on Saturday 7 August. We believed this to be a local residents' wedding celebration and therefore did not make a formal complaint as it would have been a 'one-off'. The disturbance started at lunchtime - just as our own family lunch began in our garden. The disturbance was non-stop until 3am. The music, bass and p/a system could clearly be heard during the whole event and seemed to be worse once the A21 traffic lessened at about 9pm. We had,

Appendix E

by then, retired to the house and closed all of our windows in an attempt to escape the noise - to no avail. Even with windows closed, the noise could be clearly heard over the tv and until 3am. As a side note, it was a very warm night and having to close the windows was extremely inconvenient.

We had the exact same experience on Sunday 8 August and decided to investigate. We found the Colebrook event advertised on social media and realised that this was one of several events planned by the venue during the coming month.

Again, we did not complain as we firmly believed that there would have been numerous complaints from the local community about the event and that the Council would step in to address the noise issue before the next event.

The noise was disturbing again on 13 August. We drove the local area as it sounded as though someone was sitting in their car close to our house with their radio blaring. Finding nobody, we realised that it was another Colebrook event and the Council had, despite numerous complaints about the previous event, failed to take steps to reduce the noise.

Again, we could clearly hear music, bass and p/a systems until 3am on the Friday and Saturday, both in our garden during the day and during the evening, inside with windows closed and over the tv. We are unsure of the time the disturbance started on the Friday and Saturday or stopped on the Sunday as we failed to make a note of it. We made a formal complaint to the Council about this event due to sleep deprivation.

We were, again, disturbed from around lunchtime on Friday 20 August until the early hours, we are unsure of the hours on Saturday and until 1am on Sunday 22 August. We had the same problems as on the previous two events. The music during this event was slightly quieter than on the previous two but we could still clearly hear it and the bass and p/a systems seemed to be just as loud as before.

The event on 27, 28 and 29 were just as disturbing - particularly the bass noise. We are unsure of times for the Friday and Sunday but were disturbed until 3am on the Saturday night. Again, over tv and windows closed.

Fortunately, we were away over the weekend of the 17th September when the last event took place.

To be clear, when we say we are unsure of the times of disturbances, this is not because we were not disturbed. We were disturbed for the whole duration of all events during August. We did not, unfortunately, make a note of all starting and finishing times for all of the 'festivals'.

To sum up, for every weekend in August, the enjoyment of our property, both indoors and outside, during the day and at night, was compromised due to excessively loud music, bass and p/a systems.

Tony and Samantha Porter
TN11 0FW

From: Katherine Slessor
Sent: 27 October 2021 12:22
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: Colbrook noise

■ Hi,

I have already made complaints at the time, but I was told to do this also.

If I don't give enough information please let me know.

We were disturbed on every night of the events, the exception being the one in September which did not disturb us. This might have been the wind direction, or the measures they put in place.

The August dates on affected us from 10pm onwards, our son had just come out of hospital (having been there 3 months and now being disabled) so sleep was really really important. But every night they seemed to get louder between 1pm and 2pm.

It was warm, and we wanted the windows open but this was impossible. So we run fans to try and dull the noise, and keep us cool. It was the bass that was terrible, just a thud thud thud continuously until 2am.

My husband is a nurse at Pembury hospital, and he was going into work having had only 4 hours sleep which is unreasonable.

We have no issue with the event on a Friday and Saturday night until 12, that seems reasonable. But that level of noise until 2am is intolerable when we live in a village not a town next to a night club. Sunday night is also unreasonable when people have to get up for work having had very little sleep all weekend.

If you need anything else just let me know.

Thanks

Katherine Slessor-Pavely
Pembury
TN2 4ER

Appendix E

-----Original Message-----

From: simon charlesworth

Sent: 26 October 2021 16:03

To: Licensing <licencing@sevenoaks.gov.uk>

Subject: 21/02689/REVIEW

My name is Simon Charlesworth and I live on Vicarage Road in Southborough.

I wish to complain about the noise pollution coming from several events at Colbrooke Farm over the summer.

These events have seriously disturbed our quality of life, caused loss of sleep and enjoyment of a bank holiday weekend and other weekends over the summer.

The licensing of these events is unacceptable, unnecessary and an intrusion into our lives and permission for future events should not be allowed.

My house backs on to the wooded valley and farm land that runs across the valley towards the a21.

We have been disturbed regularly during previous summers by loud electronic music, certainly over the summer bank holiday weekend but have not known the source.

We know understand that this is coming from Colebrook lakes or the industrial estate in Tunbridge wells.

This summer has been worse than usual.

On the weekend of the August Bank holiday, we had loud electric music, from early afternoon to the early hours of the night on Saturday and Sunday and during the day I think on the Monday.

The drum and bass beat is very clear when sitting in my garden - can occasionally hear the DJ and some higher frequencies. Very intrusive and spoiled a nice weekend.

In the house, even with the double glazed windows closed, the bass beat is clearly audible.

With the windows open, this was highly intrusive and disturbed or sleep.

Last weekend, was worse.

Music again starting in the afternoon, even louder and clearer... highly irritating in the garden.

Again clearly audible inside the house, even with the windows open.

Very unhappy about this.

The sound is clearly audible all down Pennington road and I'm sure anywhere having access to the woodlands and beyond.

Appendix E

It is many miles cross country between vicarage road and the source of the noise - traveling along the valley with or without wind.

These events are highly disturbing and intrusive on our enjoyment of our outside spaces, but also inside our property.

I'm happy to talk about this as is my wife, as it's completely unacceptable to have to suffer this..../:

I'm sure that there are many unhappy people and these events should not be approved by the council.

Appreciate your assistance in ensuring that these type of events are no longer tolerated, or that extensive sound reduction methods are made to eliminate, not just reduce this noise pollution.

Regards

Simon Charlesworth

Appendix E

From: Hugh Patterson (Cllr) <Hugh.Patterson@TunbridgeWells.gov.uk>
Sent: 26 October 2021 17:02
To: Licensing <licencing@sevenoaks.gov.uk>
Cc: Duncan Haynes <Duncan.Haynes@MidKent.gov.uk>; John McCullough <John.McCullough@MidKent.gov.uk>
Subject: 21/02689/REVIEW Colebrook

■ Dear sir/Madam,

As the councillor for Capel Ward on TWBC I would like to support the views of my constituent quoted below who is one of the residents who want to see the licence at Colebrook reviewed by the licensing partnership. I would add the inhabited part of the ward I represent is some considerable distance from the venue and I was surprised how badly the residents of Half Moon Lane, Tudeley were affected by the disturbance in the summer. Please see the quote below from an email Mr Hodgson sent me at the time (20th August) which I believe explains his and his neighbours' experience very well.

Kind regards Hugh Patterson

As you may already be aware, on Friday evening there was very loud music coming from across the countryside to the west of us, keeping us both awake until around 2am. I assumed it was a private party that had gotten a bit wild, and didn't really think much more of it. I am generally fairly tolerant of such things, and don't mind the odd one-off disturbance, but I was surprised to hear the thumping bass resume at about lunchtime on Saturday. That evening, we had guests staying with us, both of whom were looking forward to a peaceful break with us in the countryside as they have two young children, but we were all kept awake again until long after midnight. My heart sank when I heard things resume for a third day on Sunday. Although the disturbance on Sunday continued late into the night, I was so tired from the previous two nights that it didn't prevent me from sleeping.

I was amazed to discover that this significant disturbance was coming from a presumably licenced multi-day event at Colebrook Park. We walked from Tudeley to Matfield and back on Sunday, and incredibly we could still hear it across the countryside at least 3 miles from the venue. ... It strikes me that, on balance, it is unreasonable to allow the disturbance of a significant number of people who live in an otherwise quiet rural area, for such a significant length of time, continuing so late into the early hours of the morning, for multiple weekends – ultimately for the benefit of the operators of this venue and event.

It seems like this disturbance impacted many other neighbours – I saw a lot of discussion about it on social media (namely: Facebook and NextDoor) over the weekend.

I made contact with the venue over Facebook in a sleep-deprived state on Saturday evening. To their credit, a representative from Colebrook Park responded promptly and politely, however they were quite insistent that they were compliant with the terms of their license. Given that such compliance is presumably of existential importance to them, I have no particular reason to disbelieve (nor believe) their claim, and suspect that fault may lie with whichever authority granted the license. I am very surprised that a licence was issued and have to charitably assume that this was issued with oversight as to the considerable impact to residents East of the venue.

From: Harry Dale
Sent: 26 October 2021 17:18
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

I wish to complain in the strongest possible terms about the noise from Colebrook Lakes (21/02689/REVIEW) over the August bank holiday weekend; allowing a festival so close to a residential area shows a complete disregard to not only the local residents but also the local wildlife. Should future events this be allowed to go ahead one can only surmise that the licensing committee only care about money.

We were disturbed on the 27th & 28th August, my details are as follows:

- Harry Dale
- Greggs Wood Road, Tunbridge Wells, Kent, TN2 3HU
- Both nights I could hear noise from about 10pm until about 12am.

The noise was largely thumping bass and general music noise, rather than noise from festival goers.

It wasn't uniform as presumably not all songs were equally loud and there were gaps between songs/DJs, etc.

It seemed to get worse as time went on, but that may have been because there was fewer other noises.

We were only disturbed at night, when trying to sleep. We had our bedroom window open as it was summer.

Having such a noisy festival less than a mile (as a the crow flies) from a residential area is a disgrace. Events at Colebrook Lakes should never be allowed to go past 8:30pm. I'd love to know who was responsible for OKing this so I could arrange a festival outside their house!

Appendix E

From: Perry Harlock
Sent: 26 October 2021 17:58
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: Licence review reference 21/02689/REVIEW

I would like to let you know how the events at Colebrook Park over the summer affected our household, specifically the Alfresco festival on the August Bank Holiday weekend 27th - 29th August 2021.

Whilst other festivals on other dates could be heard from our house (Barnetts Way) they had finished by 10pm which we felt was acceptable. There was no disruption to our sleep. However, the level of music (especially the bass) coming from the Alfresco festival over the 3 nights on a Bank Holiday Weekend until 3am felt excessive. The music could be heard during the day which is fine, but trying to sleep at night was extremely difficult with a loud thumping bass being clearly heard in our bedroom until 3am. By the end of the weekend we felt exhausted and like we had had our weekend ruined.

My partner and I were kept awake on all 3 nights and in the end had to resort to wearing headphones to attempt to block out the noise which was extremely uncomfortable. Whilst I appreciate other people's right to have fun I don't feel this should be at the expense of residents' sleep (especially over a Bank Holiday Weekend when you would hope to relax and recharge). 3am feels like an unreasonable time for a festival to finish when it can be clearly heard by the surrounding residents.

I reported the disturbance to the Environmental Health Team at the time and would like you to take my complaint into consideration when considering the review of the licence for this venue.

Many thanks

Perry Harlock
Barnetts Way
Tunbridge Wells
Kent

From: Amanda Vokes
Sent: 26 October 2021 18:38
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW Colebrook Park

I am Amanda Vokes, , The Ridgeway, Southborough, Tunbridge Wells, TN4 0AD and am writing with regard to the events at Colebrook Park through August 2021 - as follows:s

- 7 – 9th August 2021 - we were away from home in The Lakes
- 14-16th August 2021 - we were away from home in Cornwall
-
- 27-29th August - we could hear amplified music from about midday but not too annoying as all the other day time noises blended it out! By early evening the noise was very loud - it sounded as if it was coming from the bottom of the garden. The music got louder through the evening and was easily audible through the double glazing. We had to put ear plugs in - my son has never had to do this before - he's 16 and could not sleep through the noise. We had to shut all windows and put on all fans to try to create our own white noise. The heavy bass was beating through the wall until at least 2am when I finally got to sleep (fan on, ear plugs in).
- 18/19th September - as above but continuing for less time. Much louder this time though - we could hear the whole dance tracks as if we were in the tent with the speakers. Really awful on the Yew Tree Road playing fields.

The landscape forms a natural amphitheatre unfortunately - which I think means that the problem is not solvable unless you change the topography! The venue is just too close to a massive residential area - Colebrook Lake is not Glastonbury. I want to stress that I am not complaining about faint sound levels of a distant music festival, or the odd bass note coming across on the breeze, but in fact noise levels meaning we hear a full soundtrack of a raging music festival as if it was in the back garden - hour after hour after hour. The noise is inescapable and hard to carry a conversation over. When a situation like this occurs, ie. one that is entirely inescapable and beyond our control night after night - no recourse whatsoever - it affects our mental health, our anxiety levels and we are now dreading next August. This is our home, not a festival ground. Put plainly, it's just rude.

Kind regards,
Amanda Vokes.

From: Alison Penn
Sent: 24 October 2021 19:27
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW Colebrook Park

I am writing concerning the pop festival held in Coldbrook Park on bank holiday weekend in August 2021.

I live in Andrew Road, with my garden backing onto the allotments, so facing towards Colebrook Park.

The music was easily heard - in the day time it was less of a distraction. Although as the weather wasn't particularly good, I was sitting outside less than normal. However in the evening there was an incessant deep bass noise which went on past 11pm. My bedroom backs onto my garden and I could feel and hear this noise even with the windows closed. I found myself moving to my front bedroom in order to sleep.

I think given the proximity of Colebrook Park to the residential area, the issue of the loudness of the noise, the deep bass thudding noise and the timing of such a concert need to be addressed.

Thank you

Yours faithfully
Alison Penn (Dr)

Appendix E

From: PAULINE SMITH
Sent: 19 October 2021 13:09
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: Licence Review 21/02689/REVIEW

I would like to object to any future licenses being issued for loud music festivals at Colebrook Lakes, Park Lane, Kingstanding Way, Tunbridge Wells TN2 3UP. The area is rural and generally quiet and with residential properties nearby is not suitable for noisy thumping music festivals which can be heard for miles causing disruption to every day life.

Detailed below is how my life was disrupted by Alfresco Festival over August bank holiday weekend this year.

Pauline Smith
Ashenden Walk
Tunbridge Wells
TN2 3UJ

27-29th August

It started with thumping base at about 11am Friday 27th August and continued until early hours I went to bed which is at the back of my house at about 10pm I knew that the only way I was going to get any sleep was to put ear plugs in but I didn't sleep that well due to the ear plugs and when I woke in the night and removed an ear plug I could still hear thumping base sound. My double glazed windows were shut. The noise was about the same level all the time.

On the Saturday 28th August I went out about 8.45am and when I returned home in the afternoon as soon as I got out of my car I could hear thumping base sound. I had planned to do some gardening in the afternoon but didn't due to the thumping base sound which was even louder in my back garden. The thumping sound continued at the same level as Friday. I went to bed about 10pm again with double glazed windows shut and ear plugs in again awoke in early hours due to ear plugs and when I removed them could still hear thumping sounds. I didn't check the time as I don't want to know what time my sleep has been disturbed. I usually sleep all night without ear plugs.

Sunday 29th August it started again at 11am I was in my bedroom which is at the back of the house and I had to turn up the television so that I could hear it over the thumping base sound even with the double glazed window shut. It sounded louder than Friday or Saturday. I then went out as I didn't want to hear the thumping sound all afternoon and evening and possibly into early hours. I returned home about 6pm I was very reluctant to return home and as soon as I got out of the car I could hear the thumping base sound I could hear sings but the words were not clear enough to hear what the song or what the tune was. It sounded louder and as if it was coming from the houses at the bottom of Ashenden Walk. I went to bed about 10pm double glazed windows shut ear plugs in. I had trouble getting to sleep as the ear plugs had become uncomfortable after having to use them 3 night running.

For several days after the thumping base sound stopped I kept getting anxious that it was about to start again.

There is little traffic in Ashenden Walk as it not a through road and the area is generally quiet. At the bottom of my garden are woods then industrial buildings. There have been alarms that have gone off from the buildings that have disturbed the peace from time to time over the years and sometimes if I am awake early in the morning in the week I hear what sounds like a metal container being dropped but nothing that stops me sleeping or wakes

Appendix E

me like to thumping base sound from Alfresco Festival over the August bank holiday weekend.

After 3 nights of disturbed sleep I was unable to enjoy August bank holiday Monday as I was too tired to do anything.

I have checked the map and the noise is coming from 1.1 mile from my home. I have lived in Ashenden Walk TN2 3UJ since 1987 and this has only become problem since late night music started at Colebrook Park and every year since it started it has been on it has been a noise problem and I have complained to the Tunbridge Wells Borough Council every time but it continues except last year when it was peaceful when it was cancelled due to COVID.

Pauline

From: Jill Newton
Sent: 29 October 2021 11:23
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: Colebrook Park Licence Review 21/02689/REVIEW

21/02689/REVIEW

I was disturbed quite severely by the first festival at the beginning of August. The noise was very loud and booming. There was a noticeable bass which was very uncomfortable.

Not only was it loud but the time was really anti-social. It was very hot, so obviously the windows were open. I live in The Gill in Pembury. TN2 4DJ. It started early, around 7.30pm. It carried on, with no reduction in volume until at least 3am in the morning. We had the noise on the Friday and Saturday night. It was slightly reduced on the Sunday night.

Even at Glastonbury and London they have end times. There should be no noise after 11pm. After all the festival site is very close to houses and the noise obviously travels across the valley to Pembury. This is not fair on residents.

The other festivals that took place were not so noisy but there was no mistaking the boom, boom beat that went on for hours.

I feel that these festivals are for the benefit of people outside the area. Residents' wishes and well being should be taken into account. I am an OAP and need my sleep. Not only that I had a young child overnight the first weekend and he had a very disturbed night.

So, to sum up, there should be strict time constraints on this kind of activity, similar to other venues close to residential areas, and there should be a strict level of noise allowed. I understand that because it is in a covered area it is classed as indoors. Well, unless the walls are of a solid, brick construction this surely should be taken into consideration. The laws of physics are clear. Sound is stopped more effectively by bricks! Heavy tarpaulin, not so much!

Thank you

Jill Newton

From: Nicola Johnson
Sent: 29 October 2021 12:02
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: Colebrook Park Events

21/02689/REVIEW

As a resident of a nearby estate, I am writing to protest about the renewal of the licence for the above company. This summers events especially the festivals went on into the early hours of the morning with a constant booming noise mixed with crowd noise, rendering sleep impossible for 3 nights in a row for myself and my neighbours.

I contacted the TWBC at the time to register my complaint.

I do think it is unreasonable to expect local residents to put up with this noise until 2 or 3am. Besides keeping young children from their sleep, residents could not enjoy the peace of their gardens due to the constant and I mean constant noise.

I do hope you will take these comments into consideration before granting a similar licence again.

Yours faithfully

Nicola Johnson (Mrs)

Address: Colebrook Park Colebrooke Lakes Land East Of Kingstanding Way Royal Tunbridge

Wells Kent TN2 3UP

Name: Mrs Sophie Carpenter

Address Admiral Walk, Royal Tunbridge Wells, Kent TN2 3XY

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Comment Reasons:

- Noise Disturbance
- Opening Hours
- Prevention of Public Nuisance

Comment:8:34 PM on 30 Oct 2021 Here is the letter I sent to Licencing@sevenoaks.gov.uk in

case anyone needs somewhere to start:

Objection - 21/02689/REVIEW

I would like to formally register my objection to the lateness and volume of the festivals that are

allowed to take place at the Colebrook Lakes.

I believe these events should have the volume significantly limited well below their current levels

and the hours needs bringing forward to an 11pm finish in line with similar events in Tunbridge

Wells such as Pub in the Park in other residential areas.

These events that can be heard over a mile away, meaning that my daughter cannot have her

bedroom window open on summer nights due to the noise making it impossible for her to sleep. In

addition, we have have no peace and quiet for whole weekends and bank holiday weekends when we would like to be able to enjoy our own garden.

These feativals go on for far too many weekends over the course of the year are not acceptable so

close to residential housing.

Kind regards,

Sophie Carpenter

Admiral Walk

Appendix E

From: Megan Colclough <
Sent: 31 October 2021 13:05
To: Licensing <licencing@sevenoaks.gov.uk>; John McCullough
<john.mccullough@midkent.gov.uk>; duncan.haynes@midkent.gov.uk
Subject: Comments on Colebrook Lakes Licensing Review - ref. 21/02689/REVIEW

Good afternoon,

I understand there is to be a licensing review for Colebrook Lakes and I would like to add my comments please.

My partner and I live at Ashenden Walk, Tunbridge Wells, TN2 3UJ (our house backs on to Home Farm Lane, at the back of the industrial units). We have lived here for 3 years now and this is the first year we have particularly noticed the noise from the festival site (granted, last year was obviously slightly different circumstances).

The noise was noticed on each of the weekends a festival was held (probably from about mid-afternoon). The worst was by far the Alfresco festival, with its loud thumping music lasting well in to the night. In fact, it seemed to get louder the later it got. We usually have the windows open at night, but had to close them to try and make it quieter (not that it made much difference); it was also quite a warm night on that occasion so sleeping was made even more difficult. I'm also not sure it finished at the stated 2am time.

As we could hear it thumping away throughout the day, we also were disturbed if we wanted to do anything in our back garden for the whole weekend (i.e. have a bbq or meet with friends, which we ended up not doing because of the noise).

The other festivals were similarly noisy and disruptive - difficult to sleep at night, constant noise throughout the day. They seemed to perhaps finish a little earlier though, and the music wasn't quite as thumping.

I think one of the main problems, other than the noise, was that this was a number of disruptive events across a short period of time and over consecutive weekends. We work all week and to then have our down time at the weekend disrupted was not appreciated.

No warning was given to residents about the upcoming events and possible disruption, which just created further bad sentiment towards the organisers. Yes, I heard they offered free tickets to local residents for one of the festivals but to be honest, I doubt many would have taken up that offer - it was of no interest to us and I am certain it was of no interest to our elderly nextdoor neighbours!

If these festivals were to take place in somewhere like Dunorlan Park and cause as much disruption there as they have to us I feel more action would have been taken (if a licence would even have been granted there!) but because of our location, less was done to consider the nearby residents. I personally don't think the site should be used, or at least not for weekend long events, because the music carries so loudly and it's not fair to the residents nearby to have a number of our summer weekends disrupted. It seems that profit from the festivals was preferred over the welfare of the council tax-paying residents.

Thank you.

Best wishes,
Megan Colclough

Appendix E

From: Claire Coxon <
Sent: 31 October 2021 10:57
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: Events at Colebrook Lakes, North Farm. 21/02689/REVIEW

Dear Sir/Madam,

Please find below details of dates on which we have been disturbed by music events held at Colebrook Lakes. We would greatly appreciate your consideration of the disturbance when granting licensing at the venue as the increase in very noisy events is having an extremely negative impact on our home life.

Event 7-9th August 2021

Nothing of memorable disturbance here but we do hear the music in the distance.

Event 14-16th August 2021

Nothing of memorable disturbance here but we do hear the music in the distance.

Event 27-29th August 2021

Mrs Claire and Mr Nick Coxon - 1 Doon Brae, Southborough, Kent. TN4 0TF

We noticed noise from this event on all dates above, it was particularly noticeable in the late afternoon/early evening from [6pm](#). We did not complain about the noise at the time because we appreciate that people want to have fun over the bank holidays, but did not expect to be disturbed every single night over that weekend.

On each date we were disturbed and were able to hear music and particularly the base beating inside our home (double glazed) with the windows shut. It was not pleasant to be outside in the garden in the evenings with a constant thumping from the event. We don't have a note of the exact time the music stopped but it was definitely [1am](#) and possibly later. Each night we hear music from Colebrook Lakes, we feel obliged to try and stay awake until the event has finished because we know it will be very hard to sleep. Our young daughter who has just started secondary school also struggles to sleep whenever these events are held.

Event 18-19th September 2021

Mrs Claire and Mr Nick Coxon - Doon Brae, Southborough, Kent. TN4 0TF

We first noticed noise from this event at around [6pm](#) and were completely shell shocked at the volume. I was so shocked that I made a call to the Councils 'out of hours' phone number at around [7.15pm](#). The noise, music, DJ and base vibrations were at an absolutely horrendous level. We closed all windows and doors and could still hear and feel the music inside the house. Even with the television on we could still hear the festival over the programme noise!!

The noise heard was as mentioned above, the DJ whipping up the crowd, the music songs identifiable and the horrendous level of base. The volume was consistent throughout and only subsided when the particular song eased ready for the base to be blasted out again. We have NEVER, EVER heard such a terrible amount of noise from an event in all of the 8/9 years of living at this address. At one point we even felt it may be necessary to contact the police for advice. My daughter was extremely upset because there wasn't a chance of

Appendix E

sleeping through the noise, even though we had all windows and doors closed. Not pleasant on a warm evening.

We are very concerned that Colebrook Lakes venue are a business hoping to cash in on the festival scene and make these event more regular and event bigger in capacity. Believe me, we enjoy a party as much as the next person but these events are taking the absolute biscuit now. They seem to be hosted almost every weekend (certainly over the summer months), they are definitely becoming louder and to be honest they are making our weekends a bit of a misery. We work hard all week, my husband and I and also my daughter at school. We would like to be able to relax and sleep at the weekend but this is becoming very difficult at times.

The level of noise from the last event was truly horrendous!!! I've never heard anything so intrusive in my life. Ever.

Yours sincerely

Claire and Nick Coxon

From: Andy Rankine <
Sent: 31 October 2021 17:07
To: Licensing <licencing@sevenoaks.gov.uk>
Cc: John.McCullough@midkent.gov.uk
Subject: 21/02689/REVIEW - Representation

Dear Sir,

Re: Colebrook Festival Events - 21/02689/REVIEW

Andrew Rankine
Tudeley Lane
Tonbridge
Kent
TN11 0NL

Colebrook Events:

7-9th August 2021 - D:Estival (02:30 finish +/- 45 mins)
14-16th August 2021 Live Forever Festival (03:00+ finish +/- 45 mins)
20-22nd August 2021 - Love Hangover Festival (03:00 finish +/-45 mins)
27-29th August 2021- Alfresco Festival (unknown finish time as we intentionally left home for the Bank Holiday weekend having been disturbed for many previous years)
18-19th September 2021 D:Estival II (02:45 finish)

I wish to raise serious concerns about the ongoing licensing for the events at Colebrook under the organisation of Nick (Iain) Love. I appreciate that the organiser has been working the Environment team to limit the noise pollution and disturbance to local residents during 2021 but these festivals have been plaguing the North of Tunbridge Wells borough (as well as a significant proportion of Tonbridge and Malling) for a number of years. The efforts made this year to limit that disturbance resulted in no significant improvement in the quality of life for those residents directly impacted. Although it was noticeable from the Social media "chatter" that the festivals later in the "season" affected the Tunbridge Wells residents for the first and only time as opposed to just those in Capel, Pembury and Tonbridge (South). Welcome to our world, as they say.

The noise limiting measures put in place over the course of event this year (2021) made little or no difference to the disturbance at my home in Park Farm (1.97km from the main stage) with the exception of the Alfresco Festival - but that information is taken from second hand reports from immediate neighbours who are usually disturbed to the same degree as we are. We left for Northern Ireland that Bank Holiday weekend...for no reason other to escape the incessant noise disturbance that Alfresco has caused us for countless previous years (with the exception of 2020 thanks to COVID-19).

There was no noticeable attenuation of noise from any of the efforts made from the Environmental team (although I am aware they were working with the organisers with hay bales and the direction of speakers etc.) throughout the summer festival season. Which noticeably was **weekly**. Which made August a very unpleasant, sleep deprived month for our entire household.

On that point, I thought that the license at Colebrook was granted for events with a minimum time limit between events? As you can see from the schedule of events listed at the top of this email the events were weekly throughout August. I have a suspicion this in itself breaches the Terms and Conditions of the original licence. Happy to be corrected on this point - but having just reviewed the conditions, I think I am correct.

A final point of note in terms of "Category of Event" definitions: does a fabric marquee really qualify as being "indoor" when the very construct of the building offers little, if any, sound suppression? There is a reason that music and dancing clubs in town centres are historically, and actually, housed in basements. Not on the top of hill, in an Area of Outstanding Natural Beauty, 850m from an RSPB nature reserve and with main stage speakers facing out towards rural communities who normally have to, at best, put up with combines bringing in the harvest.

In my opinion, as a resident of the Capel and a resident of Tunbridge Wells for 25+ years, this license needs to to be revoked. At worst, it needs time limiting to midnight at weekends and 11:00 on weekdays. There is no reason on God's earth that people need to visit this beautiful borough and subject the local residents, their children, pets and livestock (not to mention the rich, abundant and diverse wildlife we are blessed to be surrounded with here) to that level of noise,base thumping and discombobulation until 03:00 in the morning.

Best Regards,

Andy Rankine

Andy Rankine

From: Lance Goodship (Cllr)
Sent: 30 October 2021 12:09
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: Representation - 21/02689/REVIEW

Re: 21/02689/REVIEW

Colebrook Park Colebrook Lakes Land East Of Kingstanding Way Royal Tunbridge Wells
Kent TN2 3UP

Dear Sir or Madam,

I would like to make a representation in person as a TWBC borough councillor concerning my personal experience living opposite the live music events enabled by this license and complaints sent to me by residents in my ward and other affected wards.

I would also like to present and talk to a petition concerning the impact of the live music events allowed with the license at Colebrooks lakes covering this year and previous years. At the time of writing there are 302 signatories to the petition. Please let me know if you need a copy of the individual petitioner names and addresses.

<https://www.change.org/p/stop-late-night-events-at-colebrook-lakes>

Please see below for an overview of my personal submission that I sent to the environmental officers:

Your Name Address and Postcode.

- Lance Goodship, Golding Road, Knights Wood, Tunbridge Wells, TN2 3FN
-
- What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)
 -
 - 7 – 9th August 2021 - from around late afternoon onwards
 - 14-16th August 2021 - from around late afternoon onwards
 - 27-29th August - I went away for the weekend to avoid being impacted by the noise from the music events.
 - 18/19th September - from around 7:30pm onwards
- What was the last time you noticed noise from the event and question.
 - 7 – 9th August 2021 - just after midnight
 - 14-16th August 2021 - around 1am to 2am
 - 27-29th August - I went away for the weekend to avoid being impacted by the noise from the music events.
 - 18/19th September - around 10:30pm
- A brief description of what you could hear.
 - 7 – 9th August 2021 - continuous music with the same monotonous tones with a strong bass
 - 14-16th August 2021 - continuous music with the same monotonous tones with a strong bass

Appendix E

- 27-29th August - I went away for the weekend to avoid being impacted by the noise from the music events.
- 18/19th September - continuous music with a strong bass
- Was the noise uniform or did it go up and down.

Music impact was fairly uniform expect for the weekend of the 14-16th August where it was much more noticeable in volume both indoors and in the garden, particularly after 9pm

- Were there any specifically bad times when it appeared worse.

On the 14-16th August from around 9pm to just after midnight

- How it disturbed you during the day (where, and how)

I had to close all the windows and couldn't use my garden due to the noise impact. Build up of heat in the house from not being able to open the windows also had a stress impact.

- How it disturbed you at night (did you have windows open or closed etc)

I closed all the windows and air vents to try and reduce the noise impact so myself, my wife and son could sleep. However, even with triple glazed windows the noise was too disturbing and we couldn't get to sleep until around 3am on the weekend of the 14-16th August which is why we decided we had to book a last minute trip away for the following event on the 27-29th August.

- Any other comments on the noise that you think would be useful to us in assessing the impact.

Background noise is what you expect to a certain degree in a semi-urban area, however the type of sound with continuous monotonous bass beat sound is actually very stressful when you are trying to relax at home after a busy week at work when it goes on hours on end. All the other live music events in Tunbridge Wells that I am aware of end at around 10:30pm which seems the right balance and they don't run over all the bank holiday weekends in the summer. The balance of the license for Colebrooks Lakes seems disproportionate to how we license the other live music events within the urban areas of Tunbridge Wells in terms of the number of events allowed and also for it to go on after 11pm.

Regards,

Lance

Lance Goodship
Borough Councillor (Sherwood)

From: faye.horsman
Sent: 30 October 2021 15:14
To: Licensing <licencing@sevenoaks.gov.uk>
Cc: Lance Goodship (Cllr) <lance.goodship@tunbridgewells.gov.uk>
Subject: Objection - 21/02689/REVIEW

I would like to formally register my objection to the lateness and volume of the festivals that are allowed to take place at the Colebrook Lakes.

I believe these events should have the volume significantly limited well below their current levels and the hours needs bringing forward to an 11pm finish in line with similar events in Tunbridge Wells such as Pub in the Park in other residential areas.

Events that can be heard over a mile away, meaning that my daughter cannot have her bedroom window open on summer nights due to the noise making it impossible for her to sleep. In addition, we have no peace and quiet for whole weekends and bank holiday weekends when we would like to be able to enjoy our own garden. These go on for far too many weekends over the course of the year are not acceptable next to residential housing.

Kind regards,
Faye Horsman
Golding Road
TN2 3FP

From: William Wu
Sent: 03 November 2021 09:12
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

Hello,

I hope you are all well. My family and I live at:

Doon Brae
Tunbridge Wells
TN4 0TF

We would like to object to the licence granted to Colebrook Park.

On both the August Bank holiday (28/29th) 2021 and September Bank holiday (18/19th) 2021 weekends, we suffered substantial noise disturbance from Colebrook Park (there have been previous incidents noise disturbance but we did not link them to Colebrook Park until realising later on). Here are the details:

We noticed the noise early to mid-afternoon. Both weekends we had been tidying up the garden, a necessary task we had to curtail because of the constant noise of the bass and "music" which made being outdoors terribly unpleasant.

Both weekends, we could still hear the noise at 10pm over our television but had to go to bed soon after, so did not stay up waiting for the noise to abate.

The type of noise was of a thumping bass, indistinct "music" of the pedestrian, repetitive, tuneless nightclub variety.. It was mostly uniform but intermittently the bass would get louder and be more obtrusive.

The disturbance at night was worse, unsurprisingly, given the reduction in traffic and general noise. We could hear the bass over our television. We had all windows closed but could hear the "music" from all rooms of the house (whether facing the woods or at the front of the house). At bedtime we had to sleep without fresh air (i.e. with windows tightly shut) and with earplugs and still my husband could hear the "music", so we had to switch a fan on to further mask the noise.

The noise was audible from all rooms of the house. Doon Brae and the surrounding roads are quiet residential, almost semi-rural areas, and I imagine that is the primary attraction and reason why the residents chose to live here. The sort of music and noise emanating from Colebrook Park's events is inappropriate and disproportionate. If I wanted to hear such insipid, cacophonous "music", I'd have bought a flat in a town centre close to a garden-variety nightclub instead.

Many thanks,

William Wu

From: Mathew Fenner
Sent: 03 November 2021 19:31
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

■ To whom it may concern.

I write following my complaint to Tunbridge Wells Borough Council relating to the noise experienced following concerts that were permitted at the Colebrook Estate. The noise nuisance was suffered after 11pm and the volume was at such a level that the words to the songs could be heard as well as the extensive percussion.

I set out below as issued to the Borough Council the details of the complainants.

14-16th August 2021

Your Name Address and Postcode

Mathew Fenner
Newlands Road
Tunbridge Wells
Kent
TN4 9AU

What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

The noise was noticed from around 9pm on both nights

What was the last time you noticed noise from the event and question.

Noise was still being heard well after 11pm I could not say exactly as we were trying to get to sleep.

A brief description of what you could hear.

Music could be heard with many of the words audible. lots of instruments and the annoying beat of drums.

Was the noise uniform or did it go up and down.

The sound level stayed the same

Were there any specifically bad times when it appeared worse.

We only heard it when we went to bed as the bedroom faces the direction of North Farm (although a considerable distance away)

How it disturbed you during the day (where, and how)

No disturbance

How it disturbed you at night (did you have windows open or closed etc)

The noise of the music and percussive beats were so audible that my wife could not sleep. Windows were open. it is the summer and we have the right not to over heat and enjoy quiet (especially at unreasonable times)

Any other comments on the noise that you think would be useful to us in assessing the impact.

The biggest concern was generally the time. it went on far too late.

27-29th August

Your Name Address and Postcode

Mathew Fenner
Newlands Road
Tunbridge Wells
Kent
TN4 9AU

What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

The noise was noticed from around 9pm on friday and saturday but seemed louder on the Saturday evening.

What was the last time you noticed noise from the event and question.

Noise was still being heard well after 11.30pm I could not say exactly as we were trying to get to sleep.

A brief description of what you could hear.

Music could be heard with many of the words audible. lots of instruments and the annoying beat of drums.

Was the noise uniform or did it go up and down.

The sound level stayed the same

Were there any specifically bad times when it appeared worse.

We only heard it when we went to bed as the bedroom faces the direction of North Farm (although a considerable distance away)

How it disturbed you during the day (where, and how)

No disturbance

How it disturbed you at night (did you have windows open or closed etc)

The noise of the music and percussive beats were so audible that both my wife and I could not sleep which led to me issuing a complaint. this was issued at 23.36 and still the noise was far too loud. Windows were open. it is the summer and we have the right not to over heat and enjoy quiet (especially at unreasonable times)

Any other comments on the noise that you think would be useful to us in assessing the impact.

I complained at 23.36. this is far too late!

18/19th September

Your Name Address and Postcode

Mathew Fenner
Newlands Road
Tunbridge Wells
Kent
TN4 9AU

What time did you first notice noise from the event in question. (If you did not notice please indicate this as well)

The noise was noticed from around 9pm on friday and saturday .

What was the last time you noticed noise from the event and question.

Noise was still being heard well after 11.00 I could not say exactly as we were trying to get to sleep.

A brief description of what you could hear.

The dull rhythm of a beat.

Was the noise uniform or did it go up and down.

The sound level stayed the same

Were there any specifically bad times when it appeared worse.

We only heard it when we went to bed as the bedroom faces the direction of North Farm (although a considerable distance away)

How it disturbed you during the day (where, and how)

No disturbance

How it disturbed you at night (did you have windows open or closed etc)

The noise of the percussive beats were so audible that both my wife and I could not sleep. Windows were open. it is the summer and we have the right not to over heat and enjoy quiet (especially at unreasonable times)

Any other comments on the noise that you think would be useful to us in assessing the impact.

None

I trust this clarifies. In general the issue was that the noise went on far too late in the evening and was contrary to my expectation of quiet enjoyment.

Can you please clarify the next steps in dealing with this complaint.

Regards

Mathew

From: Martin Rohan
Sent: 04 November 2021 08:31
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW
Importance: High

■ To whom it may concern

Colebrook Festival Events - 21/02689/REVIEW

Martin Rohan
Tudeley
Kent
TN11 0NL

Colebrook Events:

7 - 9th, 14 - 16th, 20 - 22nd, 27 - 29th August and 18th – 19th September

I wish to raise serious concerns about the ongoing licensing for the events at Colebrook. The noise pollution is completely unacceptable and cannot be allowed to continue until the previous timings of 2am or 3am in the morning.

I have regularly attended Pub in the Park which has a hard stop to alleviate noise pollution and disruption and the Colebrook events should be managed under the same licencing restrictions. I am guessing that it is a "Category of Event" definition regarding the licence but given the exceptional noise pollution I urge the revaluation of the licence given the events go on during the day and they could easily finish at 10pm or 11pm.

Thanks, Martin

Appendix E

Comments were submitted at 8:15 PM on 04 Nov 2021 from Mr David Kitley.

Address: Colebrook Park Colebrooke Lakes Land East Of Kingstanding Way Royal Tunbridge Wells Kent TN2 3UP

Name: Mr David Kitley

Address: Yew Tree Road, Southborough, Royal Tunbridge Wells, Kent TN4 0BJ

Comments Details

Commenter Type: Member of the Public

Stance: Customer objects to the Licensing Application

Reasons for comment: - Noise Disturbance

- Opening Hours

- Prevention of Public Nuisance

Comments: 8:15 PM on 04 Nov 2021 We are strongly opposed to the allowance of loud music from Colebrook Lakes.

We could hear loud thumping music that continued after 10pm at night and we had to shut our windows in order to sleep This happened on several occasions on Bank holiday weekends during the summer of 2021. We live in a residential area, so this noise would have affected 100s of other homes also in this area.

We would therefore strongly object to a licence being issued that would allow such music to continue till 3am, and would be happy if it could only continue till 9pm. Even that would not be good for young families.

We sincerely hope that no further permission for such music will be given

From: David Parker
Sent: 04 November 2021 10:50
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW Corrected, please delete my previous!

Re 21/02689/REVIEW

Thank you for the opportunity to air my reasons for objecting to the licence for “festivals” at Colebrook Park.

Throughout this summer we have been disturbed on weekend evenings by the continual thump of bass music reverberating across to our home and beyond towards Tudeley. Other families with young children in the road were equally disturbed.

We invited Mr Nick Love (co-licensee) to attend our property and he was surprised at the sound level that we were experiencing as all his computer projections had indicated that we would not be affected.

My understanding from John McCullough is that being in marquees counts as “indoors for a Cat 3” so both live and recorded music can continue until 3am - anyone who has spent a night under canvas would appreciate the absurdity of this with regards to noise attenuation, indeed Mr Love admitted to me during a visit to the site that the taut skin of the marquees didn't help the situation as they acted as drums and amplified the bass notes!

The festivals were held every weekend from the beginning of August until into September. Music was audible from noon to 3am every day over extended weekends (Friday to Monday inclusive) - For comparison Glastonbury runs for only 5 days throughout the whole of the year!

Allowing a 3am finish is allowing the unacceptable noise levels to continue much later than any other venue in the area (Dunorlan Park).

The level of complaints on social media during the time these festivals were running was extremely high. A number of people also took their complaints up at the time with TWBC (Gary Stevenson), local councillors and environmental Health (John McCullough). Sadly as it's now November memories are fading of the dreadful noise which the residents had to endure and I'm assuming the number of representations to the licensing committee will be lower than they would have been at the time. It would have been useful if duplication (or even triplication) of complaints hadn't been necessary and then the true level of frustration would be visible to the licensing committee now.

I live in a Grade 2 listed property (single glazed as that's all I'm allowed) in an area of outstanding natural beauty which we obviously paid a premium for to ensure peace and tranquility but sadly we were unable to enjoy evenings outside due to noise levels.

Geographically Half Moon Lane lies almost immediately due east of the site at Colebrook Park and with a prevailing westerly wind and a lack of trees between us and the site, I cannot see any way that the noise levels could be attenuated to a suitably low level to not cause annoyance to residents on our road. Mr Love attempted various methods, turning loudspeakers into the marquees and surrounding them with hay bales – that didn't work, tweaking bass levels – again with no appreciable affect. On only one weekend were we not disturbed by the noise and that was a result of the wind changing direction to a north

easterly and Mr Love changing the orientation of his loudspeaker arrays – this led to a barrage of complaints from the Sherwood area!

As an airline captain, I work odd hours and days of the week. I require a good restful night's sleep before flying hundreds of passengers who expect their pilot to be alert – this just was not possible to achieve this summer.

In short....

No efforts at mitigation have been successful in reducing noise (bales of hay around speaker stacks, realigning loud speaker arrays, computer modelling etc)

The number of days that festivals are allowed to operate on this site is excessive in relation to other festival sites (Glastonbury, Reading, Hyde Park etc)

Other festivals have curfews well before the 3am curfew currently offered to messer's Bowie and Love.

Kind regards

David Parker
Half Moon Lane
Tudeley
Kent
TN11 0PS

From: Ben Hodgson
Sent: 08 November 2021 22:22
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW - Representation re: Colebrook Park license review

■ Good evening,

I write regarding the licence review for Colebrook Park, ref. **21/02689/REVIEW**.

Thank you for conducting a review into this premises license, and for giving residents an opportunity to comment. **I object to the current licence.**

My wife and I, as well as many of our neighbours and visitors to our home, were significantly impacted by amplified music from events at Colebrook Park in August this year. These events ran all weekend, sometimes starting at lunchtime, and ending very late – around 3am on multiple occasions. We could hear bass very loudly inside our property with all windows closed. This impacted our sleep, and caused stress throughout these weekends. We typically go walking in the countryside to relax at the weekend, but this disturbance was inescapable – on one day we could still hear thumping bass almost as far as Matfield. This was particularly distressing, as it made it very apparent that there was nothing we could do to escape the noise. After several weekends of multi-day disturbance, on one occasion we had to just leave our home and stay overnight with family.

We live in a grade II listed property, which limits our ability to attenuate sound, as installing double glazing is not permitted. Colebrook Park's events notwithstanding, this is generally not a problem, as we are located in a rural and very peaceful area, inside the High Weald Area of Outstanding National Beauty.

I can only imagine that the current license's terms were conceived under the assumption that the impact on residents would be much lower than it actually is. Given the impact on ourselves and our neighbours, from the volume of response regarding these events to Environmental Health, and more anecdotally from the size of the response on local social media, it is clear to me that such an assumption is incorrect. It seems utterly unfathomable that events at Colebrook Park can disturb residents so significantly for multiple weekends in a row, for three consecutive days each time, from the daytime until 3am, and still somehow still be operating within the terms of the license.

The current licence's allowance of indoor music until 3am is particularly flawed. The tents used for some of the events at Colebrook Park do very little to attenuate noise. In fact, the tight tent roofs appear to help transmit bass frequencies.

I was in contact with licensee Nick Love after the first weekend's event. To his credit, he seemed very sympathetic to the disturbance that my neighbours and I experienced. He visited our property during at least one of the events, later expressing surprise at the high level of noise which could be heard, and seemed motivated and willing to take action to resolve the problems. From a number of conversations I had with Mr Love, including one during a tour of the site at Colebrook Park which he kindly gave on one occasion, I understand that a number of attempts have been made to lessen the impact on residents, including: changing the positions of speakers, adjusting the levels of certain sound frequencies, surrounding speakers with hay bales, and loosening the tension of venue's tents' roofs. Unfortunately these measures were generally ineffective, from my experience. I should note that for one of the final events of the series, sound levels were noticeably reduced for us compared to the other weekends. I am not sure whether this was due to intervention by the licensee, or a change in wind or weather, however it was clear from social media that this just shifted the disturbance onto a different set of residents to the

Appendix E

South and to the West of Colebrook Park.

In case it is helpful, I include below verbatim the account I provided to Duncan Haynes and John McCullough at Environmental Health, which they requested during late summer this year.

===

7–9th August: *I do not recall being disturbed, however we were at our neighbour's wedding on the 7th until 1-2am on the 8th.*

13th–15th August *(you asked for 14th–16th, but I believe the event was actually one day earlier than this). We were significantly disturbed until very late for all 3 days of this event. I started hearing loud bass from about lunchtime on Friday but didn't think much of it at first. We were kept awake until about 2am but wrote it off as maybe a one-off party that had gotten out of hand. The nature of the noise over the whole weekend approx noon–2/3am was mostly thumping bass. The noise levels went up and down over time (maybe due to wind?), but was almost continually present during these times. On Sunday the 15th, we walked to Matfield and back and amazingly could still hear bass quite loudly from 2.5 miles away across the countryside (this would have been at about 5pm). This was pretty upsetting, as we knew it would be worse when we got home as we were walking back.*

20-22nd August *(you did not ask about this date, but there was another event, the "Love Hangover" festival on these dates, see publicity [here](#)). We were significantly impacted in the same way as the previous weekend on Friday 20th August. After another sleepless night and the prospect of another weekend of the same, we went away to visit my sister in law overnight on Sat 21st to get an undisturbed night's sleep. We returned on Sunday at about 6:30pm. My neighbour and I were in contact with Nick Love (licensee), who we met in person for a tour of the venue on Monday 23rd August.*

27th-29th August: *After the repeat on the previous weekend, we went away again to visit my parents and sister overnight on Saturday. We were at home for the 27th and 29th, however, and although we could faintly hear some intermittent sound from Colebrook on occasion, we couldn't hear it inside, and I would not describe the event as having disturbed us.*

18th-19th September: *We didn't hear anything from Colebrook Park this weekend, however there was another very loud event at The Hop Farm running for 2 days that weekend which would have masked it. This event ended at about 10pm, however, and I didn't hear anything from Colebrook after that.*

===

Regards,

Ben Hodgson
Half Moon Lane
Tudeley, Kent, TN11 0PR

From: Hannah Johnson
Sent: 08 November 2021 12:02
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

■ Re: Colebrook Park Colebrooke Lakes Land East Of Kingstanding Way Royal Tunbridge Wells Kent TN2 3UP

Dear Sirs / Madam

I would like to raise my objections to the Category 3 events license granted to Colebrook Park on the basis of an ongoing and unacceptable noise generated from music to my property.

I live in the Castle Hill area (TN11 0QF), in close proximity to the event.

The noise from the event is unbearably loud and extremely intrusive inside my property, with events running for an entire weekend, Friday, Saturday, and Sunday night into Monday morning at 3:00am.

I have previously made contact with event organisers and they insist they are working within the parameters of allowed noise but this cannot be the case. I appreciate it may have an impact on exact location of event and direction of speakers but it has made our experience very unpleasant on occasions. I have also reported via TWBC website for noise and never had a response.

Running music events into the very early hours of the morning at such high music volumes has a significant negative impact of the enjoyment of my property and my general wellbeing and is wholly unacceptable.

Kind regards
Hannah Johnson

From: Jonathan Rugg

Sent: 08 November 2021 10:56

To: Licensing <licencing@sevenoaks.gov.uk>

Subject: 21/02689/REVIEW | Review of licence | Open for Consultation | Colebrook Park Colebrooke Lakes Land East Of Kingstanding Way Royal Tunbridge Wells Kent TN2 3UP

■ 21/02689/REVIEW

Colebrook Park Colebrooke Lakes Land East Of Kingstanding Way Royal Tunbridge Wells Kent TN2 3UP

08th November 2021

Dear Sirs,

I Would like to raise my objections to the Category 3 events license granted to Colebrook Park on the basis of an ongoing and unacceptable nuisance generated from music to my property.

I live in Castle Hill Farmhouse (TN11 0QG), with less than a mile of open farmland between my property and the event.

Having purchased the property at the beginning of this summer, for myself and my family of young children the noise generated by the event night after night until 3:00am throughout the summer has created a LIVING HELL of headaches and sleepless nights:

1. I have three small children; the noise is so excessive inside our house that they are simply unable to sleep whenever Colebrook Park is running a music event. To be clear we cannot even begin to initiate bedtime with them until after 3:00am after the music has finished. This has been our experience on Friday, Saturday and Sunday nights, an entire weekend of deprived sleep has inevitably caused severe emotional and psychological distress to my children. The current licencing arrangement fails to safeguard their wellbeing.
2. We live in a listed property, with historic single pane casement windows, which are easily penetrated by the extreme noise from the event, that has them shaking in their casements. We also have open fireplaces in most of the downstairs rooms and the bedrooms above, which carry external noise into the house. Our house is not a modern acoustically insulated property, and given its listed status we have no means by which we might make it so. Noises outside are clearly audible inside, at times the noise is so loud that it is difficult to have a conversation in our garden, which is reflected inside too.
3. Over the summer we had to cancel a family party, which was due to be held in our garden because it was just not feasible to entertain people in our garden due to the noise from the event. The events that run at Colebrook Park prevent us from enjoying our own property.
- 4.

I have to say that this was our first summer in our new house, when the first event started we were in utter disbelief at the level of the noise (!), this disbelief was only surpassed when we realised that the event ran until 3:00am (!!)... and then again when we realised the event ran Friday, Saturday and Sunday night, all the way through to 3:00am Monday morning (!!!), a couple of hours before my family and I get up for work. I simply cannot fathom how Colebrook Park could have been granted a licence to run such events given the close proximity of residential properties.

Appendix E

I cannot believe that the licence would have been granted if any member of the council lived at my property and I would invite them to spend a night at my house when an event is being run and challenge them to achieve any sleep.

Your sincerely

Jonathan Rugg

From: Glenys Charlesworth
Sent: 08 November 2021 21:48
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21//02689/Review Colebrook Park

Dear Sir / Madam

I am writing to submit a representation regarding the license review of Colebrook Park reference number 21/02689 / REVIEW.

The events at Colebrook Park in August and September 2021 were annoyingly loud and could clearly be heard both in our garden and inside our house (even with the windows closed).

We were particularly badly affected by the Alfresco Electronic Music Festival on Friday 27th, Saturday 28th and Sunday 29th August. The music was loud, repetitive and had a persistent thumping base beat (electronic dance music). It went on over the whole weekend and well after midnight on Friday and Saturday which had a terrible impact on my sleep. The weather was hot and we couldn't open the windows due to the noise which was irritating and stressful. I could not sleep even with earplugs and felt extremely tired after the weekend. This continued on the weekend of 18th and 19th September. The music could clearly be heard, to the extent that I could hear song lyrics. I found it irritating that it went on for so long and we could not enjoy our garden.

Please please do not grant any further licences for this type of event at Colebrook park. It is a public nuisance and prevents local residents from using their gardens during the day in the peak summer months, affects their sleep and is enormously stressful (which in turn for some has an impact on health).

Yours faithfully
Glenys Charlesworth
Vicarage Road, Tunbridge Wells TN4 0SN

From: Sharon Hutchins <
Sent: 08 November 2021 12:17
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/review

■ Dear Sir/Madam

I wish to oppose the review on Colebrook Lakes west of Kingstanding Way Tunbridge Wells. This is due to the hideous noise all summer.

4 consecutive days on numerous weekends throughout the summer from morning till late at night.

This is not acceptable

Yours sincerely

Sharon Hutchins

Tonbridge

TN110QG

From: Jeff Crocker
Sent: 09 November 2021 18:02
To: Licensing <licencing@sevenoaks.gov.uk>
Cc: john.mccullough@midkent.gov.uk
Subject: 21/02689/REVIEW

Dear Sir/Madam,

I wish to register my strong objections and concerns to the prolonged nuisance caused by the summer music events- Live forever festival 7-9th August 2021 3.00 am finish! - love hangover 20-22nd August 2021 3.00 am finish! -Al fresco Festival 27-29th August 2021. D Festival 18-19 September 2021 2.45 am finish!

While It maybe acceptable to hold the occasional event for those unfortunate minority of the conurbations the ruin of our summer weekends and then sleep disturbance is really unacceptable. Is it possible that the council/licensing authority condoned such prolonged disturbances in this quiet and beautiful rural area an AONB in fact! I awoke from a nightmare believing I was in greater London. It all appears fishy I must say and I wonder does it contravene the licence agreement?

Concluding I would very much appreciate your very best endeavours to prevent this diabolical illogical nuisance from polluting gods country.

Your faithfully
Jeffery Crocker & Sharon Hunt
Tudeley

From: Maria Owen
Sent: 09 November 2021 23:12
To: Licensing <licencing@sevenoaks.gov.uk>
Subject: 21/02689/REVIEW

Colebrook Park Colebrooke Lakes Land East Of Kingstanding Way Royal Tunbridge Wells
Kent TN2 3UP

09th November 2021

To whom it may concern,

I would like to raise my objections to the Category 3 events license granted to Colebrook Park on the basis of an unacceptable nuisance generated from music to my property.

I live on the Sherwood estate (TN2 3HY), and during August of this year could both hear the music and see the lights from our property.

The noise from the event is unbearably loud (making it impossible to have any windows open) and extremely intrusive inside my property, with events running for an entire weekend, Friday, Saturday, and Sunday night through to 3:00am. Running music events into the very early hours of the morning at such high volumes has a significant negative impact on the enjoyment of my property and my family's wellbeing which I feel is wholly unacceptable.

Kind regards

Miss M Owen

This page is intentionally left blank

Support Comments for Mr Love

From: Andy Lenthall <

Sent: 08 November 2021 08:56

To: licensing@sevenoaks.gov.uk

>

Subject: Representation in support of Premises Licence holder – Colebrook Estate

To whom it may concern

I've known Mr Love for over 17 years, mainly during my tenure as the General Manager of the Production Services Association, Nick has been an extremely supportive member of that association for as long as I was there (up until July 2021). Nick has been a rich resource of information and support when it comes to event production, safety and licensing, taking part in panels and seminars at industry events, sharing the benefit of his dedication to personal professional development married to real world experience, from Glastonbury to Wimbledon. Nick's standing within the event management and safety sector is highly regarded.

I also note that, in respect of environmental noise management, Nick works with some of the best in the business. I am surprised to hear of the review hearing as I know he is passionate about working with residents and authorities to prevent problems. I know he will go to the nth degree to resolve any problem to prevent it recurring.

Kind regards

Andy Lenthall

CEO

Festival Insights

UK Festival Awards

T: +44 7869 344826

From: John Farquhar Smith
Sent: 09 November 2021 05:50
To: licencing@sevenoaks.gov.uk
Cc: Trevor Horner <Trevor.Horner@TunbridgeWells.gov.uk>
Subject: NICK LOVE

To whom it may concern

I have known Nick Love for twenty-seven years

We first worked together on the opening of the Eurotunnel Project in 1994 where he led the site-management team in this, ground-breaking, project.

During this time he has become one of the Event industry's best Health and safety Consultants with a broad experience and qualifications

His metier is outdoor events where his innate understanding of the process makes him a fantastic supplier to work with always looking at the quotidian challenges with experience knowledge and good humour

His specialisation into Health and safety means that he understands the process of delivering events whilst ensuring every part of the process follows the legal and practical requirements without compromise or cutting financial corners at the 'cost' of safety

Since 1994 we have worked together on over sixty projects of different sizes From The launch of St Pancras Station and a massive celebratory festival in Port Harcourt on the Niger Delta

He is a consummate professional with extensive knowledge and experience in delivering events of every type.

Over the years I have trusted Nick and his professional judgement on hundreds of occasions and continue to do so

I rarely deliver a project with his experience and counsel

if you require any more information please do not hesitate to contact me

Kind regards,

John

John Farquhar-Smith
Consulting Producer

From: Paul Stanbridge

Sent: 09 November 2021 18:38

To: Licensing <licencing@sevenoaks.gov.uk>

Subject: Representation in support of Premises Licence holder – Colebrook Estate

To whom it may concern

This email is in support for Licence holder - colebrook park Tunbridge Wells regarding Nick Love. I've worked with Nick for few year and I manage medical cover for the events at colebrook park. Nick has all ways managed a good site and has all way advices his clients hiring the land for festivals regarding noise levels and advised on best sound system to use to reduce noise travel. Every event that I've covered Nick is constantly checking sound levels and where needed informing clients regarding sound level which have reached a level that needed reducing. nick Love has many years experience as a Licensing and H&S Consultant.

The venue bring visitors to local community and hotels restraints ect .

The venue it self has opportunity to support Tunbridge Wells and Tonbridge with revenue.

Regards

Paul stanbridge

From: Giles

Sent: 08 November 2021 20:50

To: licensing@sevenoaks.gov.uk

Cc: Trevor Horner <Trevor.Horner@TunbridgeWells.gov.uk>;

Subject: Representation in support of Premises Licence holder – Colebrook Estate

To whom it may
concern

7th November 2021

Mr Nick Love

I am the founder and Managing Partner of Gallowglass Security. As sole trader, then Ltd Company and LLP, we have been in existence since 1998. Over these years we have specialised in Event Security in its whole spectrum. We have successfully covered innumerable events from concerts and festivals with attendance in the tens of thousands, including thirteen years at Winter Wonderland Hyde Park, with an attendance figure of several millions over a six week period, as well as very high profile events involving heads of states and very prominent politicians and Royalty.

I have known Mr Love for circa twenty years, and even in those early years he was already a highly experienced and accomplished Event Industry professional. We have worked together on innumerable events large and small, and he has always been a consummate professional. Indeed, many a time we have turned to him for help and advice, and this has always been forthcoming and spot on. In terms of both his knowledge and experience of licensing requirements and Health and Safety, I can safely say that there very few people in this country to match him.

I hope this helpful, and if I can be of any further assistance, please do contact me at any time.

Yours

Giles Turnbull

Managing Partner

Gallowglass Security Partners LLP

07958 649 555



Ethix Management Limited
Unit 15 Kempton Gate business centre
Oldfield Road
Hampton
TW12 2AF

08 November 2021

To Whom it May Concern:

I have known Mr Nick Love for over 10 years and have worked both alongside him and on a consultant-based engagement and would not hesitate to engage with Mr Love on any level in the future.

We have worked together on a global basis and on some of the most challenging and environments within the events industry where a pragmatic and level headed approach are an essential characteristic to ensure the safe professional delivery of large scale events. Nick has proven time and time again that under immense constraints he is able to remain calm and logical in his approach, ensuring that the highest level of delivery is possible in respect of his exceptional ability and experience. I would rate Nick as an industry leader and foremost professional and with his continuing input and objective approach we look forward to ensuring that as a business (Ethix) are helped to deliver some truly incredible events well into the foreseeable future.

Without doubt the UK events industry delivers some of the world's best and safest events. Having the professional skill set of Nick is something we are very proud to be associated with and this resonates within the business community.

Sincerely

A handwritten signature in black ink, appearing to be 'Paul Jones', written over a horizontal line.

Paul Jones
Director
Ethix Management Limited

Ethix Management Ltd. Unit 15 Kempton Gate Oldfield road Hampton TW 12 2AF
Registered in England No. 03488144 VAT Reg. No 735 4491 22

**Andrew Böber MSc CMIOSH FRSPH
FRGS**

4 Ivy Dene Lane
Ashurst Wood
West Sussex RH19 3TN
Phone: 07810 884 892
Email: aboe@aeltc.com (work)
~~plum@wait@gmail.com~~ (private)

► **Trevor Horner**

Licensing Officer
Tunbridge Wells Borough Council
Phone: 01892 554026
Email: trevor.horner@tunbridgewells.gov.uk /
licensing@sevenoaks.gov.uk

Representation in support of Premises Licence holder - Colebrook Estate

This is my personal statement for Mr. Nick Love with regards to representation in support of Premise Licence holder.

I have professional employ Mr. Love in the Role of Health & Safety Manager, as part of my team, in the capacity of my own role as the Head of Health & Safety at the All England Lawn Tennis Club (The Championships) Limited since 2015.

Mr. Love role supports the delivery of The Championships, with a contract typically running from March - August each year. This is technically demanding period and requires considerable competence, not just in just with health and safety but also licensing. Approximately 12 weeks of this is focused on the build, before moving into a 3 weeks event period (include the Qualification Week), across four venues, with over 500,000 people attending the Main Grounds for 13 days, with a typically event day of 13 hours, working splits, and demanding a comprehensive understand of numerous sectors. This Championships is also regarded as Britain largest outside broadcast event in the sporting calendar, as well as Europe's largest food event. Following the event, we move into a period of de-rig which can last 21-days, during which Mr. Love is pivotal in the venues transitions back to a private Members club, with a Museum and tours open to the public, and with major construction works reengage.

Aside from his high level of competency, Mr. Love has shown himself to be a hardworking, diligent, passionate, and personable. I am confident that he is a valuable asset on has other ventures, as he is a valuable asset to my own team at the All England.

His range of professional experience include countless festivals, and notably having worked on the BBC Safety Unit for show such as Top Gear, independently as a production safety advisor at Glastonbury Festival, as well as recently for The Walt Disney Corporation on a major feature films. I know Mr. Love to hold NEBOSH qualifications, as well as several Emergency Planning College qualifications and necessary industry tickets for Temporary Demountable Structures and other plant

machinery. Principally is he also a technical member (TechIOSH) of the Institution of Occupational Safety & Health (IOSH). This is a professional allocate from Britain's only chartered health and safety organisation, that recognises the qualifications and experience needed by professionals working in a range of operational health and safety roles. To maintain his status of TechIOSH he is required to keep his skills, knowledge and experience up to date, which must be recorded through the IOSH Continuing Professional Development (CPD) programme.

I hope this reference expresses the trust I have in the abilities of Mr. Love to fulfil the duties required with respects to Premise Licénce holder. Should you require any further information from me with respects to my statement please do not hesitate to contact me.

Yours Sincerely,



Andrew Böber MSc CMIOSH FRSPH FRGS



9 November 2021

17, Franklin Road, Brighton BN2 3AD

8th November 2021

Att'n Licensing Officer,
Licensing Team,
Town Hall,
Tunbridge Wells
Kent TN1 1RS

Dear Sir,

Response to Application for Review – Colebrook Park Licence

It is no secret that since March 2020 the Music Industry has been brought to its knees. No events of any description were run at Colebrook Park in 2020 although Al Fresco had booked 3 events that were scheduled to take place over 3 months as per the schedule submitted to the council in January 2020. With the exception of our Noise Consultant all suppliers are based locally and have lost income because of the impact of the pandemic on our business.

I decided I would only hold 6 events this year. All Category 3 events. We have faced enormous pressures. In May I made enquiries about obtaining hay bales but a combination of poor weather and problems with delivery meant that this year they were in short supply. Farmers needed to keep the hay they had for their stock. There is an adequate supply to meet demand for next year.

With relaxations being lifted in early July both the Industry and Members of the Public were keen to get back to a semblance of normality. Destival asked if they could run 2 events, Al Fresco booked 3 events. The other event involved non licensable activities.

I retained Chris Beale and his firm SPL Track to provide noise monitoring equipment and put in noise meters to check levels from the sound equipment used by promoters were not causing a nuisance. The Promoters were asked to contact SPL Track to agree the proposals but sadly this did not occur. We were supplied with a map of potential complainants from EHO and positioned the location of noise meters to avoid a nuisance in these areas. Sadly some residents we approached to work with us to check no nuisance was being caused refused to allow us to instal meters.

The main reason seemed to be that they did not think that what we were doing was part of the EHO process of monitoring noise to enable us to monitor levels and prevent a noise nuisance occurring. We hope this can be positively addressed going forward.

The system works on the basis that noise levels are measured in real time and any potential noise nuisance addressed immediately. It is easy for persons to be mistaken as to the cause of a problem and incorrectly attribute this to us.

On 7th August Paul Broughton EHO at TMBC contacted me alleging there was a noise nuisance from 14.30. The complainant described the noise as loud disco music with a loud MC vocal. He identified the complainant's postcode to be TN9 2JJ The Destival event on this date did not begin till 1500, and as a dance music event, did not feature disco music nor an MC. In fact, there was no vocal microphone on my stage. Paul gave my mobile number to the complainant who contacted me directly, giving her address as 130b Pembury Road.

I drove to the location at 20.00. There was a very faint beat discernible, but this was mainly drowned out by traffic noise. I returned to that address at 2230, when bass beats were faintly audible. I called in and reduced levels until the noise was inaudible. I continued to monitor every 90 minutes, and the noise was barely audible. I monitored over the next 3 events and the noise was inaudible. The

Appendix G

property was vacant for the first 2 of the 3 events. I and EHO monitored over the Alfresco event and found that event to be inaudible.

In a later conversation with a complainant David Parker at Tudeley, he stated that he heard nothing on the 7th August due to him holding his wedding at his home address. He had a live jazz band, and DJ. To quote, "He could hear nothing on that date". I believe that was probably the source of the nuisance complained of by the resident at no 130b.

This is just one example of the steps and my staff took to minimise any potential noise nuisance.

Another example relates to an incident when I received a complaint from David Parker on 21st August, and immediately contacted him to say that I was on my way to monitor his location. On arrival, bass beats were distinct with some vocal also apparent. I called in to lower levels to a virtually inaudible level. Mr Parker had asked me to call in to discuss, which I did. I was offered tea and cake, and was introduced to his new wife, Helen. He was very engaging and seemed sympathetic to my efforts. Noise levels were satisfactory to him after my intervention. He ventured that they were hosting a family Christening the following day. I asked him to advise me of the timings so that I would endeavour to ensure they were not disturbed. I quote his reply

'60 assorted people here from noon onwards.

Thanks for popping in to see us yesterday.

There's a fair number of kids / bouncy castle / screaming etc so don't be concerned about noise!'

I advised him of future events and assured him that I would continue to monitor all future events. He suggested that part of the problem may be due to the removal of a large copse of trees at the head of the valley. (He is a very active opponent to the proposed development of Half Moon Lane). He also stated that he would be away working as a pilot, but his wife may be disturbed. I monitored continuously over the 3 days, and spoke to Mrs Parker on the Sunday night, who said that the event was inaudible and thanked me for my diligence.

I then drove to the residence of Mr Ben Hodgson, speaking to both him and his wife Helen. Both agreed that the event was inaudible and thanked me for my diligence in the matter.

Ben Hodgson

Mr Hodgson complained by Facebook on 15th August at 00:44. I do not monitor Facebook, so did not respond until 15:14 later that day, so only became aware of this issue after the event finished. He replied 'I appreciate that it's probably not particularly straightforward managing sound levels at a venue like this, so thanks for engaging with me. Good luck!'

This complaint being on the final day of the event, I was unable to respond, but promised active monitoring of Half Moon Lane. I monitored that location and reduced volumes to inaudible.

I invited Mr Parker and Mr Hodgson to visit Colebrook to see the set up on Monday 23rd Aug, and see the mitigations I was putting in place for the Alfresco event, including imposing a 00:00 curfew on Sunday night. They both seemed happy with my attention to their complaints. EHO monitoring will confirm inaudibility in the Tudeley area.

There were problems with wind direction over the Alfresco event and mistakes occurred because of the relative speed that the events were put together once relaxations were lifted and the fact that despite requests the Promoter did not consult with SPL Track to ensure appropriate sound systems were installed.

I strongly believe that my proposed management plan, aligned with Para 7 of the EHO suggested terms will prevent any future recurrence. EHO data rightly identifies that I failed to meet the criteria of inaudible or even virtually inaudible. I monitored Knights Park continuously (at times with EHO present too) and failed to meet virtual inaudibility. I should add to the Management Plan that I will procure and retain a suitable quantity of straw bales to provide mitigation where required.

Knights Park is an area that I will be supremely focused on as part of my ongoing Management Plan. I have learned many lessons learned from this season, and will work tirelessly to prevent any nuisance in this, or any other area, attributable to my business activity at Colebrook Park. As a start I have reviewed the type of event to be held at Colebrook in line with the Category 3 style as follows for next year and am pursuing other types of hires and have some interest from

- a food festival and hot smoked barbecue competition
- a Christmas illuminated sculpture trail
- a Halloween experience
- outdoor cinema
- a series of one day concerts with a 2300 curfew
- a Health and Wellbeing weekend
- corporate away days featuring Mexican barbacoa and cooking over real fire

I have revised my management plan as follows

Colebrook Park Management Plan for Cat 3 Events

As per the existing licensing condition, the licence holder will inform RTWBC Licensing Department of the proposed diary of events for the coming year. *That already happens.*

Colebrook Park Terms and Conditions will be issued, and subject to acceptance, contract will be signed and deposits taken. *This has always been the intention, but was thwarted by the pandemic and subsequent embargo on public gatherings. I have already instructed a Contract Solicitor to work on this and am hoping for a final version by mid December*

Terms and Conditions will include the following:

- Only suitable sound systems for the site as agreed by SPL Track will be permitted.
- Hirers must use a PA supplier from the Colebrook Park approved list of preferred suppliers. These suppliers (3 of) will be selected for their proven expertise in working in noise sensitive environments. These suppliers will all survey Colebrook Park to familiarise themselves with the topography and historical locations of complaints. This will be carried out in conjunction with the advice of SPL Track (Chris Beale). *I have already begun talks with companies who operate at The Natural History Museum and Hornnimens Gardens. All of whom, I have worked with before in my role as a Production Manager.*
- No more than 3 stages with amplified music will be permitted at a Cat 3 event.
- The Hirer will submit a site plan showing the positions of all stages and the direction of the sound systems, along with confirmation of which of the preferred supplier they have elected to use. This will be passed to SPL Track for approval.
- On approval, SPL will produce a NMP for any music event with a terminal hour past 00:00 to be submitted to EHO no less than 28 days prior to the event, to allow EHO time to assess and advise on sound levels.
- Any deviation from the approved site layout, and NMP will be deemed a breach of contract, resulting in cancellation of the event.
- The Hirer will only be permitted to use Colebrook Park's approved Security Provider. *This will ensure that the licence holder retains control of the event and has the ability to enforce any decision necessary to uphold the licensing objectives. It also means that NL is building a team with thorough knowledge of the site operationally*
- The Hirer will only be permitted to use Colebrook Park's approved Medical Provider. *See above re:Security.*

For any 3 day music event, the music curfew will be 00:00 on the Sunday. Low level background music will be permitted in bar areas after that

In the application for review Duncan Haynes states:

Appendix G

The Environmental Protection Team requests that the review panel consider the imposition on category 3 events of a combination of the suggested measures below to successfully resolve the noise issues. These measures may be used in **isolation** or combined to be most effective.

I have considered all of the steps proposed. The first 6 steps would be disproportionate and not allow the flexibility for the different types of event that can be held under Category 3. I have also asked Mr Beale to review what went wrong and provide a clear report as to how any potential issues can be successfully addressed without breaching the licensing objectives going forward. He has sent a report to my solicitor that I have asked him to forward to the Licensing authority and will implement his proposals going forward.

My objective is to run this site without causing a nuisance and compromising the economic viability of my business but put in place events, processes and procedures that will successfully achieve compliance with the licensing objectives.

The condition proposed in section 7 will work as it does address the concerns that have been raised. This reads:

- Condition the creation and implementation of a noise management plan for cat 3 events. This to include but not be limited to,
 - use of an in-house sound system agreed with the EP Team (including suppression systems to prevent unauthorized tampering and band pass filters set to prevent bass issues),
 - Setting sound levels to a level to be agreed with EHO
 - Sound levels on site are controlled by an in house sound engineer.
 - Limit the number of stages and specify their locations and orientation on site.
 - Additional fixed monitoring units to cover the gaps in the current system.
 - Fixed monitoring units to stages to check the levels of individual stages.
 - Provision of a dedicated complaints line that will be manned for the duration of the event and responded to.

We have been through an extraordinary time and since March 2020 mainly because of the pandemic I have run no more than 6 events. Mistakes were made but these can and have been addressed going forward. I would ask the Licensing Committee to impose the condition suggested above as a safeguard to meet the licensing objectives.

It is a matter of record that I have regularly kept in contact with the Licensing authority advising of any changes and issues and as my testimony shows in this letter a willingness to engage and work with residents to avoid problems.

Yours faithfully

Nick Love

Monday, 8 November 2021

Stephen Thomas
Stephen Thomas Law

Dear Stephen,

Colebrook Lakes Events 2021 - Noise Report

1. General

- 1.1. This report references six of events that took place at Colebrook Lakes between 7th August and 19th September 2021 as follows:
 - 1.1.1. 7th Aug. Destival. Cat 3.
 - 1.1.2. 13-15th Aug. Live Forever. Cat 3.
 - 1.1.3. 20-22nd Aug. Love Hangover. Cat 3
 - 1.1.4. 25/26th Aug. Golden Path Wellbeing Festival. This event did not involve licensable activity and attracted no complaints
 - 1.1.5. 27-29th Aug. Alfresco Festival. Cat 3.
 - 1.1.6. 18-19th Sept. Destival 2. Cat 3
- 1.2. The events were classified according to size and anticipated environmental impact. All were categorised Cat 3 (lowest impact).
- 1.3. The licensee provided the site and basic infrastructure to third party promoters under a rental agreement. There was no contact between the third parties and SPLtrack Limited prior to the events. Mr. Love passed on SPLtrack standard forms of enquiry to the promoter however they were not returned. This is not uncommon in the case of smaller festivals.

2. Noise monitoring

- 2.1. SPLtrack installed three environmental noise meters that are located on the area map in figure 1.:
 - 2.1.1. A property to the east south east of the site near to the A21 that is referenced as 'Karina's' in the charts.

-
- 2.1.2. Lodge Farm to the west of the site. This is the closest residential location to the west as all other buildings are factory or warehouse premises.
- 2.1.3. Robinwood House, a property to the south of the site.
- 2.2. The choice of location was driven by the willingness of residents to host the remote meters. I spent a whole day navigating the area knocking doors until I was able to find the three locations that we eventually used. I tried to find a fourth location to the north east of the site to the west of the A21 but the residents were uncertain of my authority and would have only agreed had the council been involved.
- 2.3. I met John McCullough at the site on two occasions. During the first meeting we spent some time discussing the new Noise Control steering group and the methods we were employing at Colebrook Lakes. The second occasion was in advance of the Alfresco Event when we engaged in a deeper discussion about the individual stages. John was concerned about lack of hay bales, the overall quality of the sound installations and the characteristics of the outdoor stages.

3. Complaints

- 3.1. Of the events referenced in section 1 the Alfresco Festival drew the highest number of complaints. The noise data for that event is provided in figures 2-4. Wind conditions were unusually north easterly 5-8m/s gusting 10m/s. This directed noise from the site towards Knights Park.
- 3.2. The map of complaints provided by Mr. Haynes (figure 7) shows that almost all complaints received during the Alfresco Festival came from the south west of the site. It should be noted that the wind was North Easterly at 5m/s gusting to 10m/s throughout the weekend. Mr. Haynes notes that the sound from the site was 'coming and going' due to wind whilst he was monitoring in Knights Park.
- 3.3. Every effort was made to audibly verify complaints during the series of events but in some cases noise impact from the event was found to be undetectable or no more than just detectable. In one case the noise that was audible was not generated from Colebrook Lakes. It is not disputed that noise was audible in Knights Park and areas to the west of the site during the Alfresco event. Concrete proposals have been put in place going forward.

- 3.4. Night time disturbance must be assessed indoors with windows open for normal ventilation. It is normal to set a reference level at the façade of properties that can be assumed to prevent sleep disturbance¹, however complaints that originate from public spaces such as pathways, parks and the like are not relevant. In this case there was no reference façade level set by the licensing authority.
- 3.5. In terms of the available guidance (the Noise Council Guidance on the Control of Noise at Concerts 1995) daytime receptor levels were low, in fact 15dB lower than the guidance suggests. The period measurements between 12:00 and 22:00 hours on the 29th indicate high levels at Lodge Farm however they appear to be quite unusual and there may have been local contribution to that measurement.
- 3.6. The dBCb² line on the charts (in purple) indicates where low frequency beats would have been audible at Lodge Farm. This was the case into the early hours at receptors to the west of the site on the 29th August. Winds at that time were easterly 5-8m/s.

4. A note on inaudibility

- 4.1. There has been long debate about what constitutes 'inaudibility'. Does it mean *completely undetectable*, or something other?
- 4.2. In the context of live music it is unlikely that an event would be undetectable in any rural or semi-rural setting. It may well however be detectable at a level that was so low that it had no impact at receptors.
- 4.3. A common definition of inaudibility is 'specific sound that is below the ambient noise level in the absence of the specific source at the location under investigation.'
- 4.4. In general local authorities accept that event noise levels that are not causing sleep disturbance or attracting complaints are 'inaudible' for the purpose of the definition.

¹ The WHO Night Noise Guidelines for Europe offers useful guidance

² dBCb is defined as dBLC₅ - dBLC₉₉, a measure of the most prominent noise elements relative to background levels.

5. What could be improved for future events?

5.1. The key requirements for successful noise management at outdoor events are:

5.1.1. Control - The licensee must have complete control and cannot trust third parties to meet environmental obligations.

5.1.2. Planning - site design and the design of sound stages in fine detail is essential. This requires suppliers who are willing and able to comply with the design brief.

5.1.3. Use of suitable sound equipment - systems designed to project over great distance and which have uncontrolled dynamic response have no place in sensitive applications. Such undesirable characteristics are popular amongst dance music aficionados but must not be permitted at Colebrook Lakes.

5.1.4. Granular monitoring - a properly designed site should require monitoring for verification rather than enforcement. Between six and eight monitoring locations should be installed to ensure that all likely receptors are covered.

5.2. Indoor vs Outdoor

5.2.1. I note the suggestion from the EHO to remove the 'indoor' and 'outdoor' definitions however this would not be helpful for the following reasons:

5.2.1.1. 'Indoor' generally means a marquee of some sort with a fabric roof and walls.

5.2.1.2. 'Outdoor' means that the loudspeakers are simply stacks of equipment in open air.

5.2.1.3. Marquees have characteristics that are not immediately obvious and require very specific loudspeaker design. In brief, incorrectly deployed loudspeakers within a marquee impact the taught fabric of the roof, causing it to act as a passive radiator creating omnidirectional bass propagation. On the other hand, outdoor stages that are correctly designed can have low environmental noise impact.

5.2.1.4. It is critical to understand which type of situation one is designing for. A new definition for indoor marquee venues may be helpful, for example 'under tensile canvas' or similar but abandoning the distinction would be counter-productive.

5.2.2. Figure 1 on the following page shows a typical design for an 'indoor' marquee venue. The roof fabric has been shown transparent for clarity.

5.2.2.1. Baffles are used to provide low frequency directivity. This allows the low frequency sound power to be reduced whilst maintaining audience sound levels.

5.2.2.2. Because the loudspeakers are outside the scope of the roof the sound pressure is equalised on the inner and outer surface preventing passive radiation.

5.2.2.3. The additional space under the roof allows the installation of pedestrian barriers to separate audience from loudspeakers. This separation is critical for the protection of the audience, is specified in the guidance and yet rarely happens.

5.2.3. Figure 2 shows an outdoor venue with delay loudspeakers and baffles. This type of design allows the sound level throughout the audience to be maintained whilst reducing overall sound power. The design also allows for good sight-lines to the stage and safe egress for the audience.

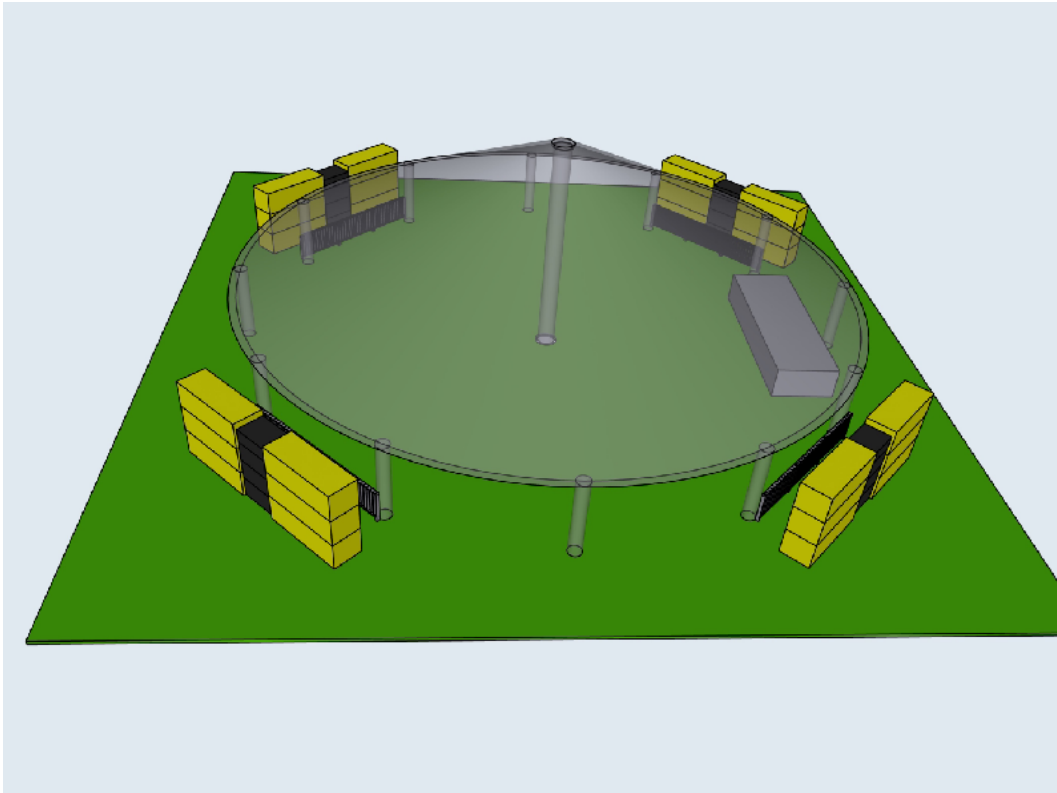


Figure 1 - Marquee system configuration

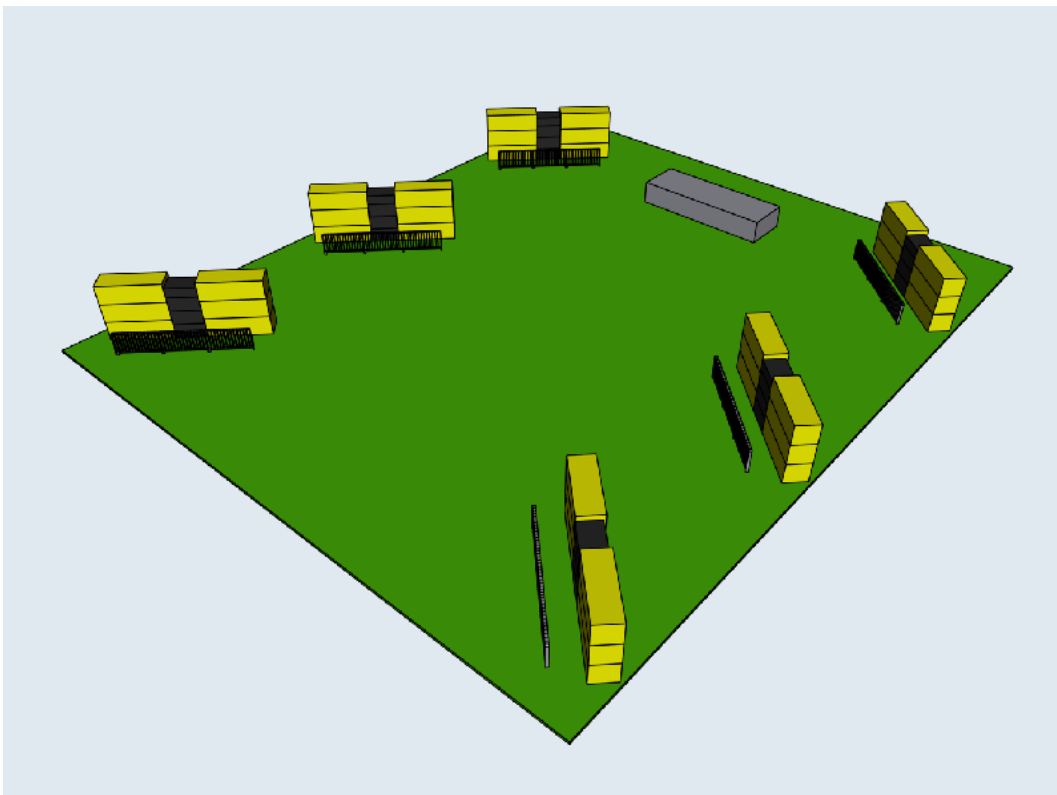


Figure 2 - 'Outdoor' stage configuration

6. Summary

- 6.1. Whilst overall noise levels were not high in relation to guidance, audible beats were present at some locations. This would have been mitigated if the promoter had:
- 6.1.1. Used more suitable sound systems
 - 6.1.2. Implemented proper noise baffles as instructed by SPLtrack
 - 6.1.3. Forbidden ad hoc sound systems that were added to the event without assessment or prior notice
 - 6.1.4. Engaged in pre-event design meetings and complied with the noise management plan. SPLtrack is used to a process of design, modelling and close cooperation with promoters and operators, after which noise management during the show is primarily a matter of verification rather than intervention. None of this happened at Colebrook Lakes.
- 6.2. In this case:
- 6.2.1. The sound suppliers had no plan for containment of sound within the marquee venues and some systems were simply stacks of speakers in outdoor settings in the main arena or in the woods.
 - 6.2.2. The preferred loudspeaker system used on all of the stages was a product that is notoriously difficult to control and which has a reputation for creating environmental noise issues. It is also the most popular system amongst electronic dance music sound suppliers and customers (for much the same reason that it is disliked by noise management companies and environmental health officers).
 - 6.2.3. Some of the outdoor PA systems were deployed as simple stereo stacks either side of a DJ booth with no thought for directivity or containment. Given the type of music being played and, in some cases the lack of comprehension on the part of the sound operator, there was little chance of controlling them using technical mitigation methods.
 - 6.2.4. It would be perfectly feasible to operate late night events at Colebrook Lakes without causing a noise nuisance providing the key requirements of responsible promotion and detailed audio design are respected. I am confident that will be delivered.

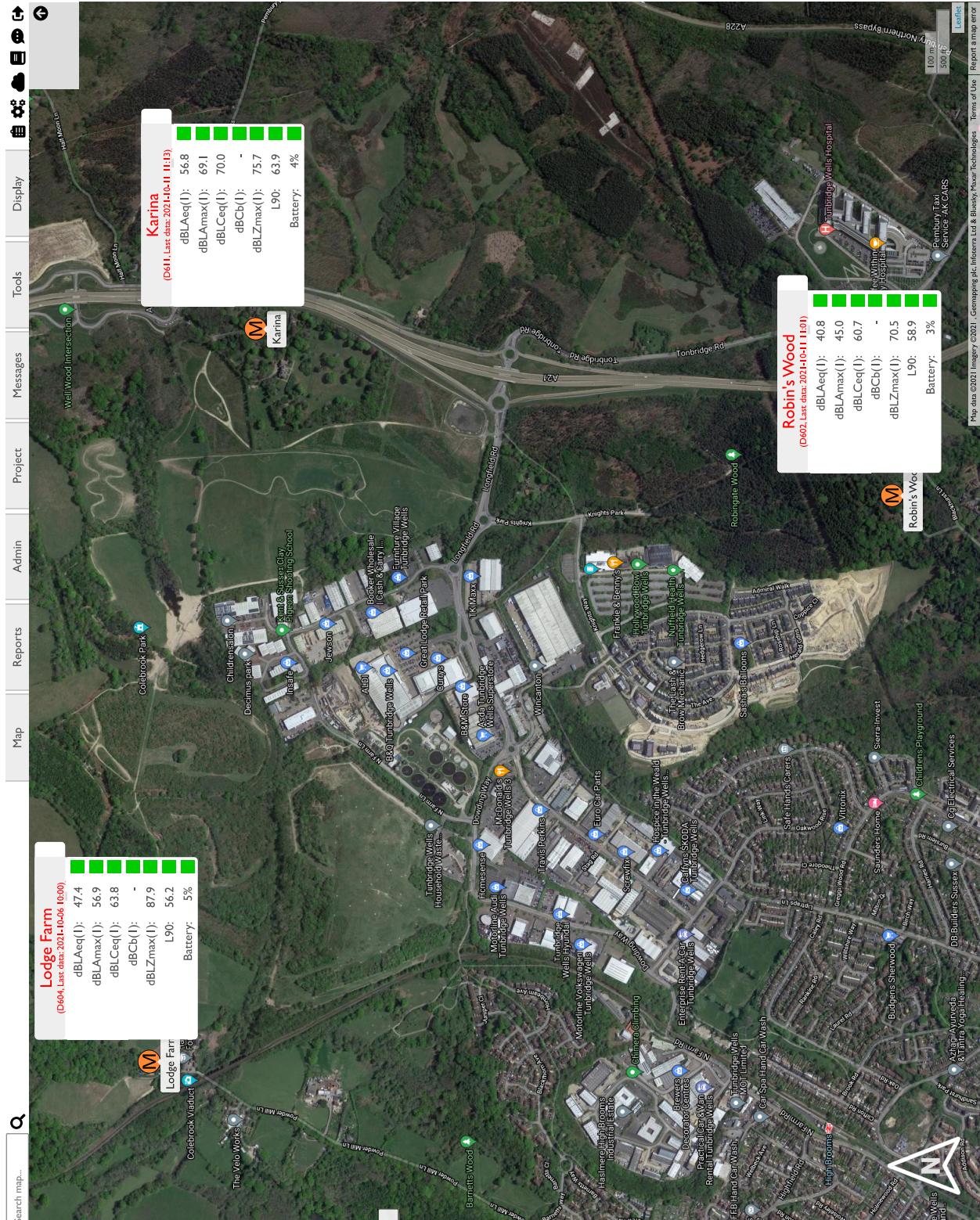


Figure 3 - Noise meter locations

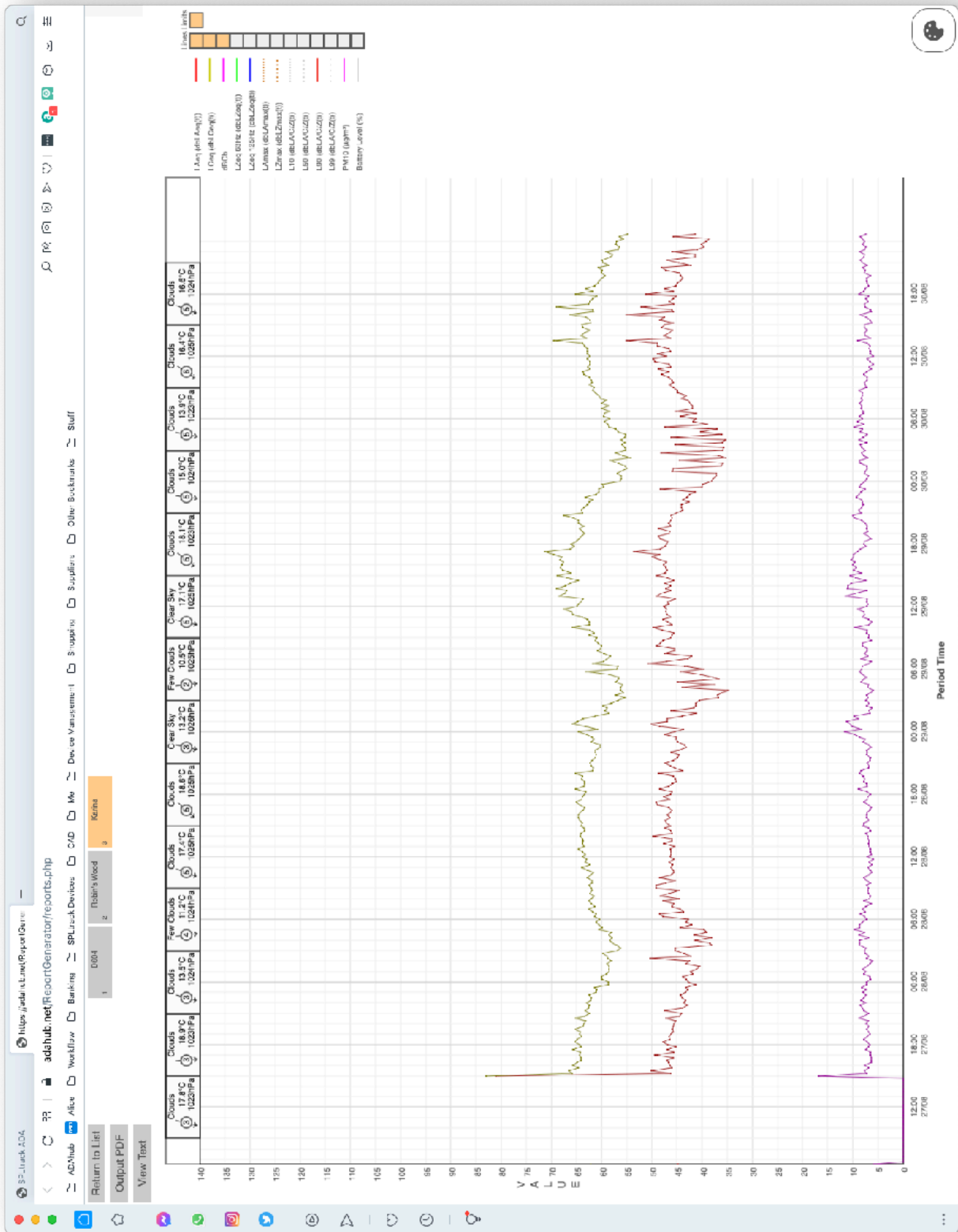


Figure 4- Karina's during the Alfresco Festival

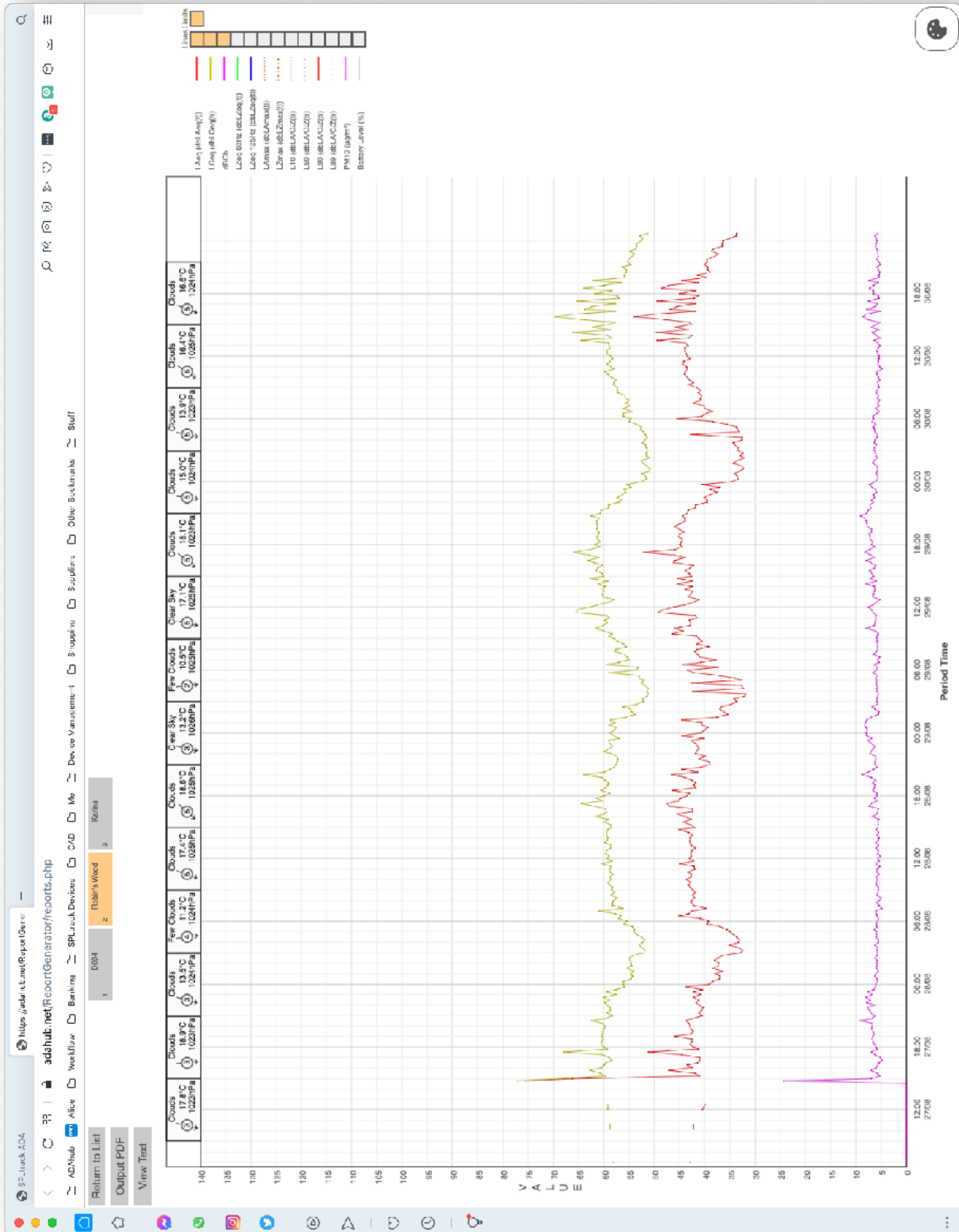


Figure 6 - Robinwood during the Alfresco Festival

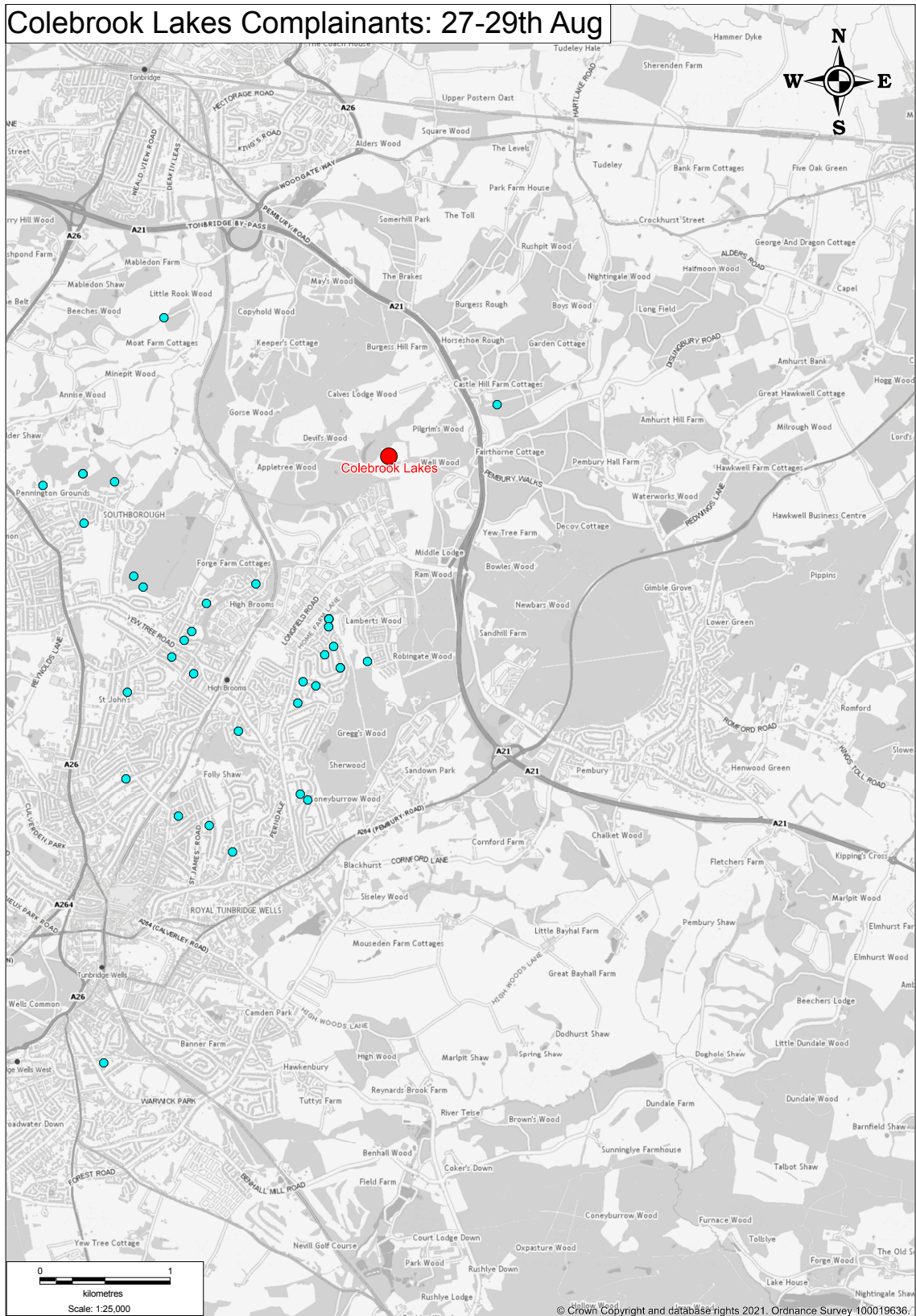


Figure 7 - Alfresco Festival complaints distribution