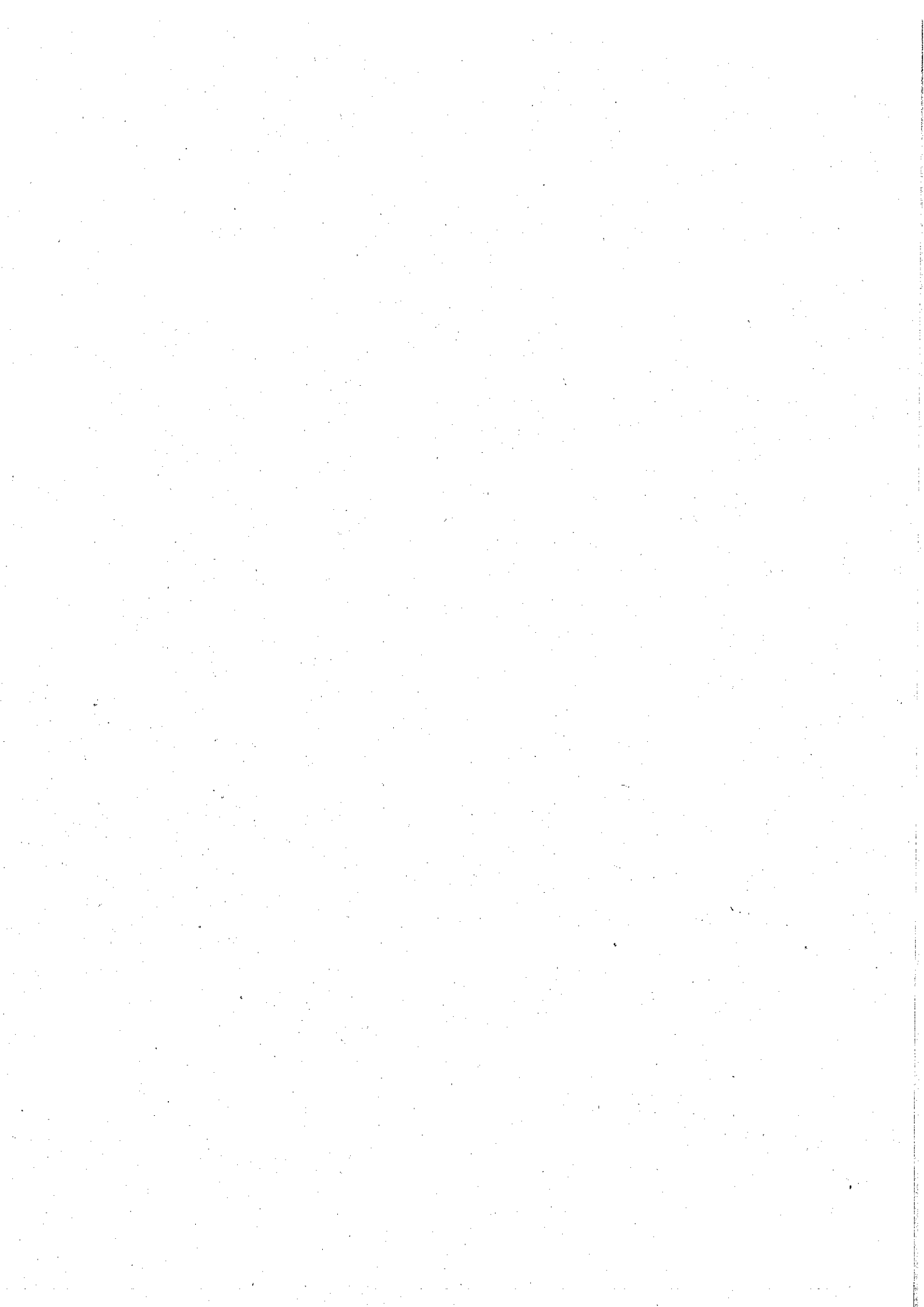


Appendix 1
Emails from Complainants



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

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.

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

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

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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.

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

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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,

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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.
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- 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

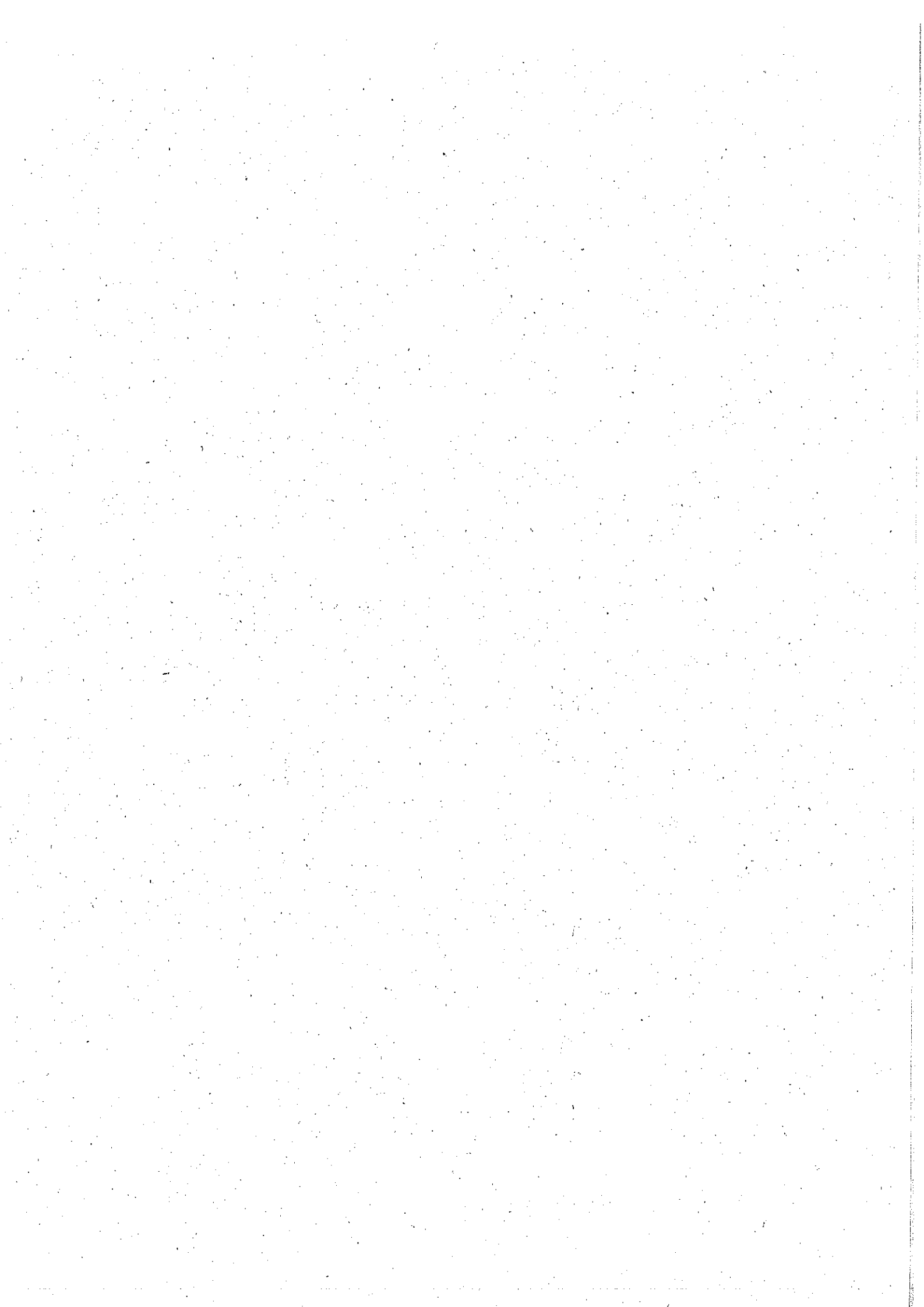
T: 01622 602767

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

----- 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.

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Best regards,

John McCullough

John McCullough BSc (Hons) MSc MCIEH CEnvH MIOA

Mid Kent Shared Service

Senior Environmental Health Officer

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E: john.mccullough@midkent.gov.uk

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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

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- 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)

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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.
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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

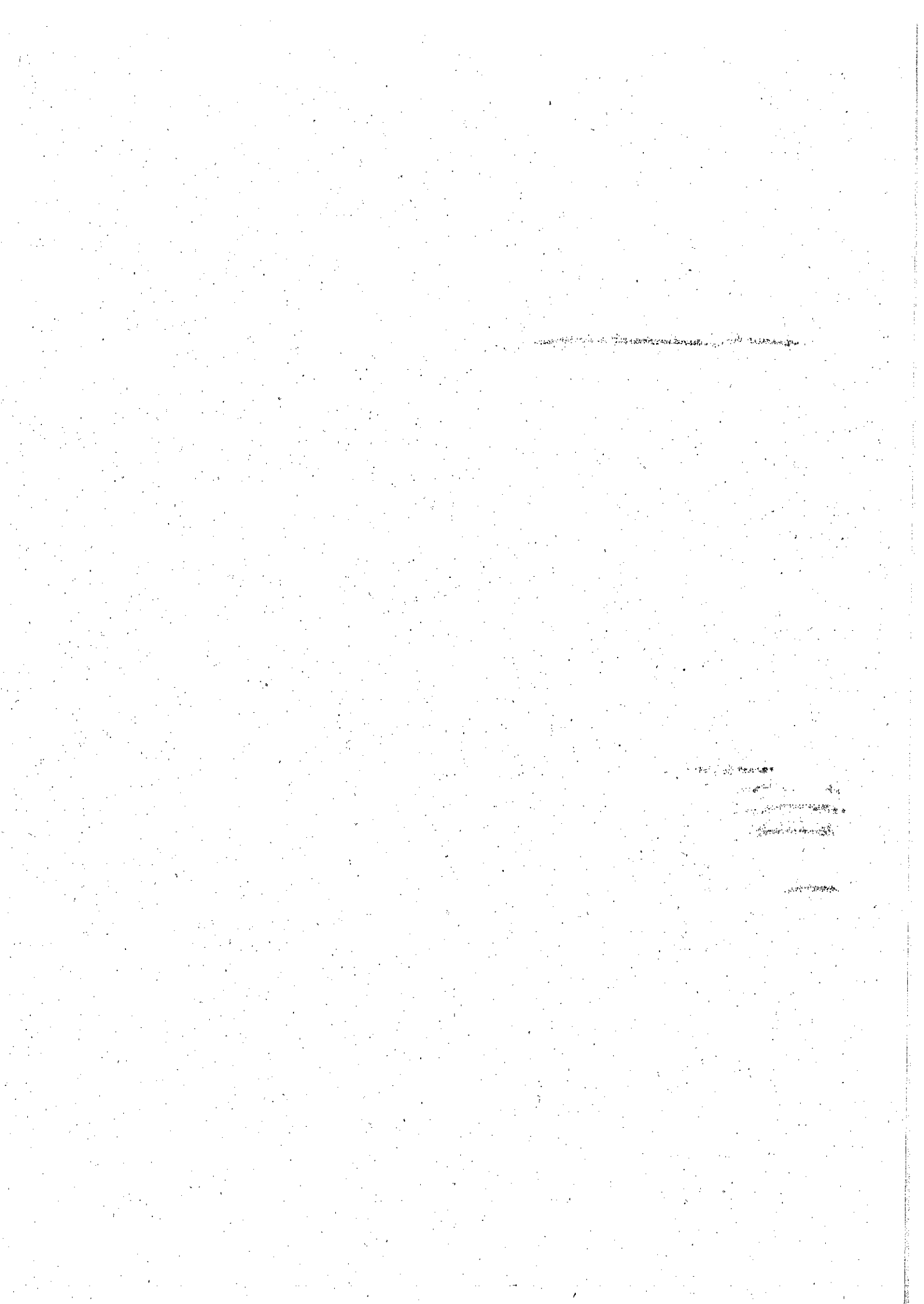
[REDACTED] Walls

[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.

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.

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The four dates were:

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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.
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- 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] <[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.

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

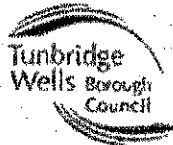
Senior Environmental Health Officer

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 Old Rectory, 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.

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.

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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.
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- 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

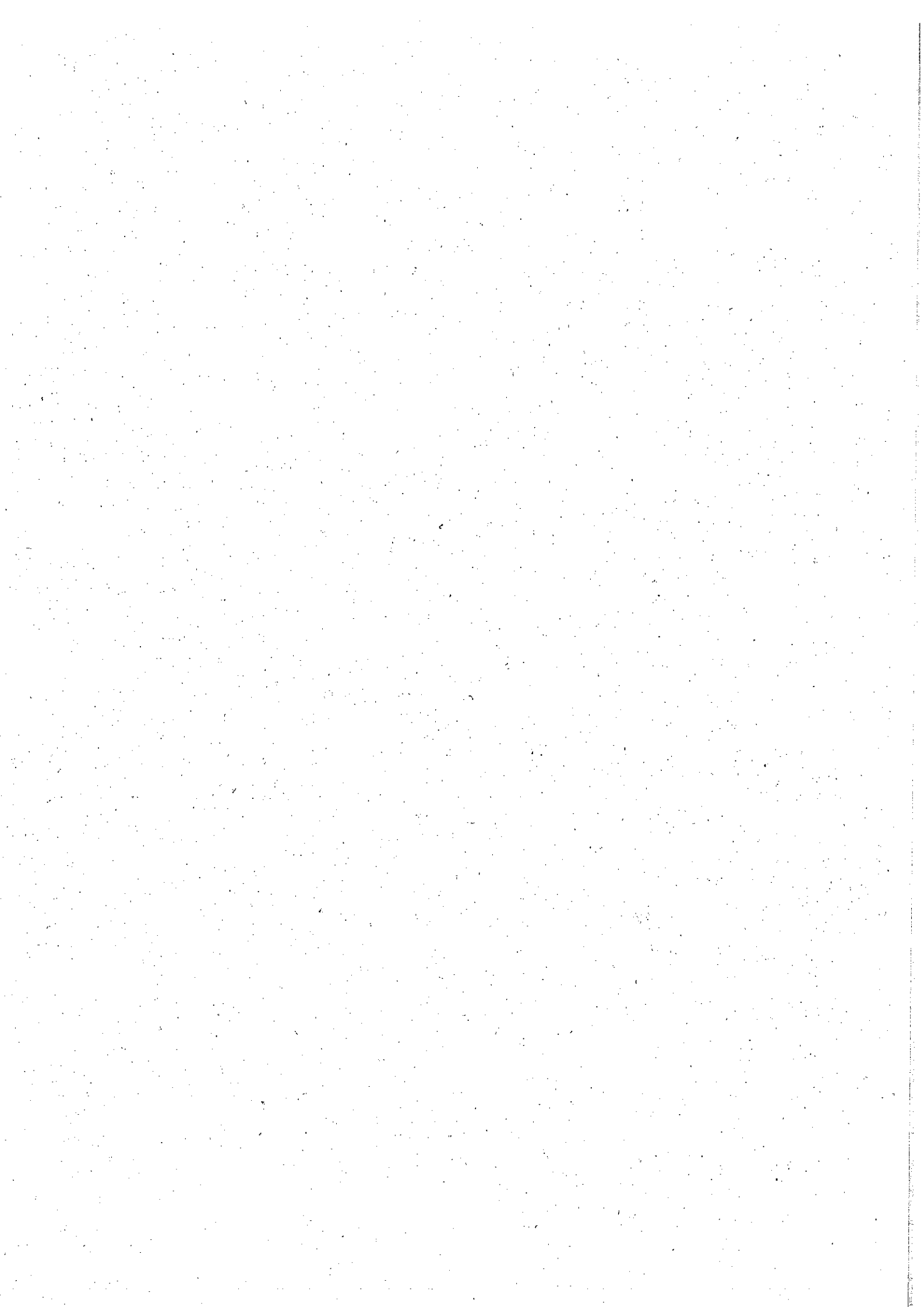
T: 01622 602767

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]@btinternet.com>
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

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.

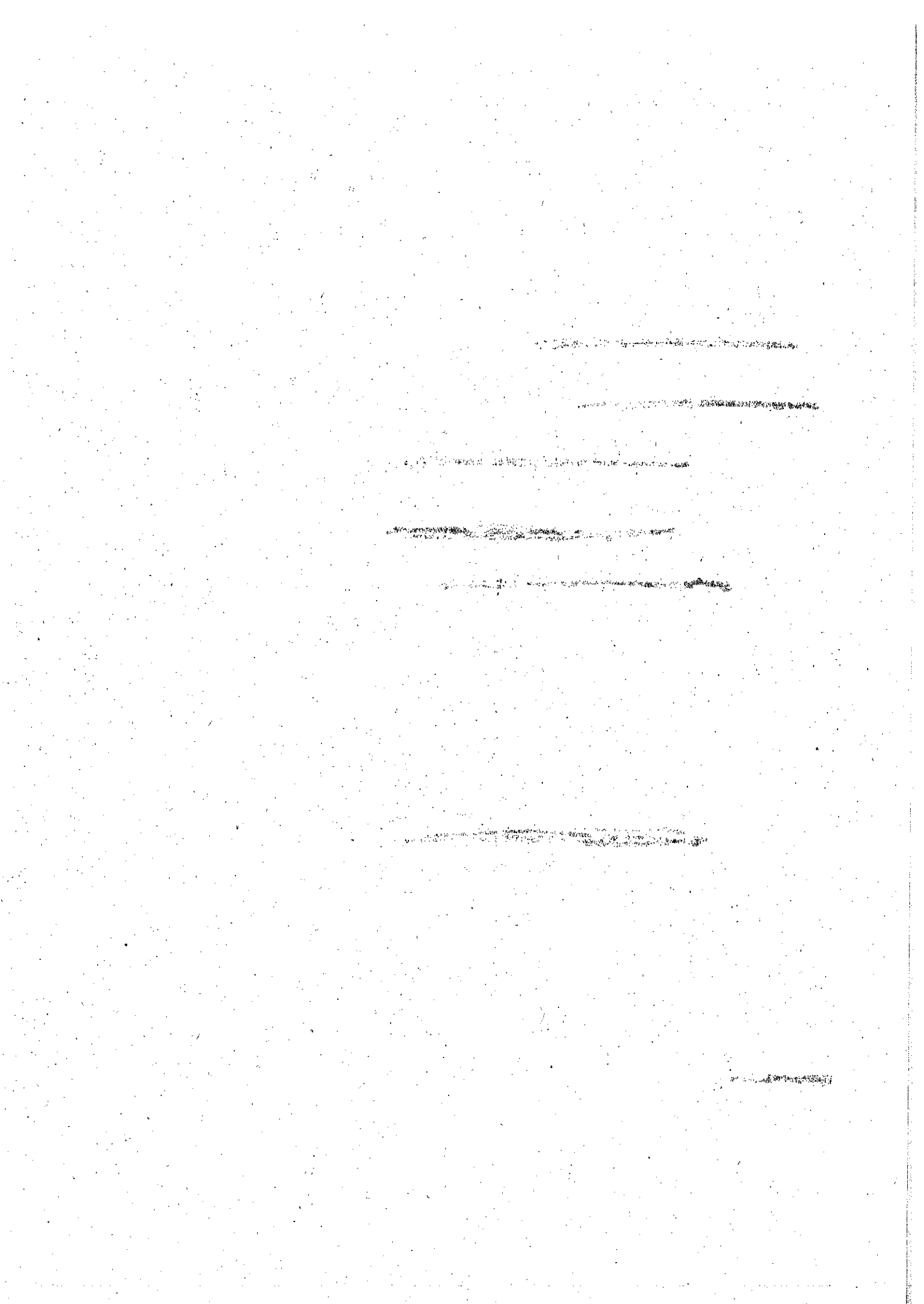
18/19th September - [REDACTED]
The noise was audible from about 10pm, I thought at first a neighbour was having a party, but realised it was coming from North Farm direction. Again I wore earplugs and closed my bedroom window to get some sleep. Nowhere near the noise of the Alfresco Festival, but still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

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T: 01622 602767

E: john.mccullough@midkent.gov.uk

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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>

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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)
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- 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

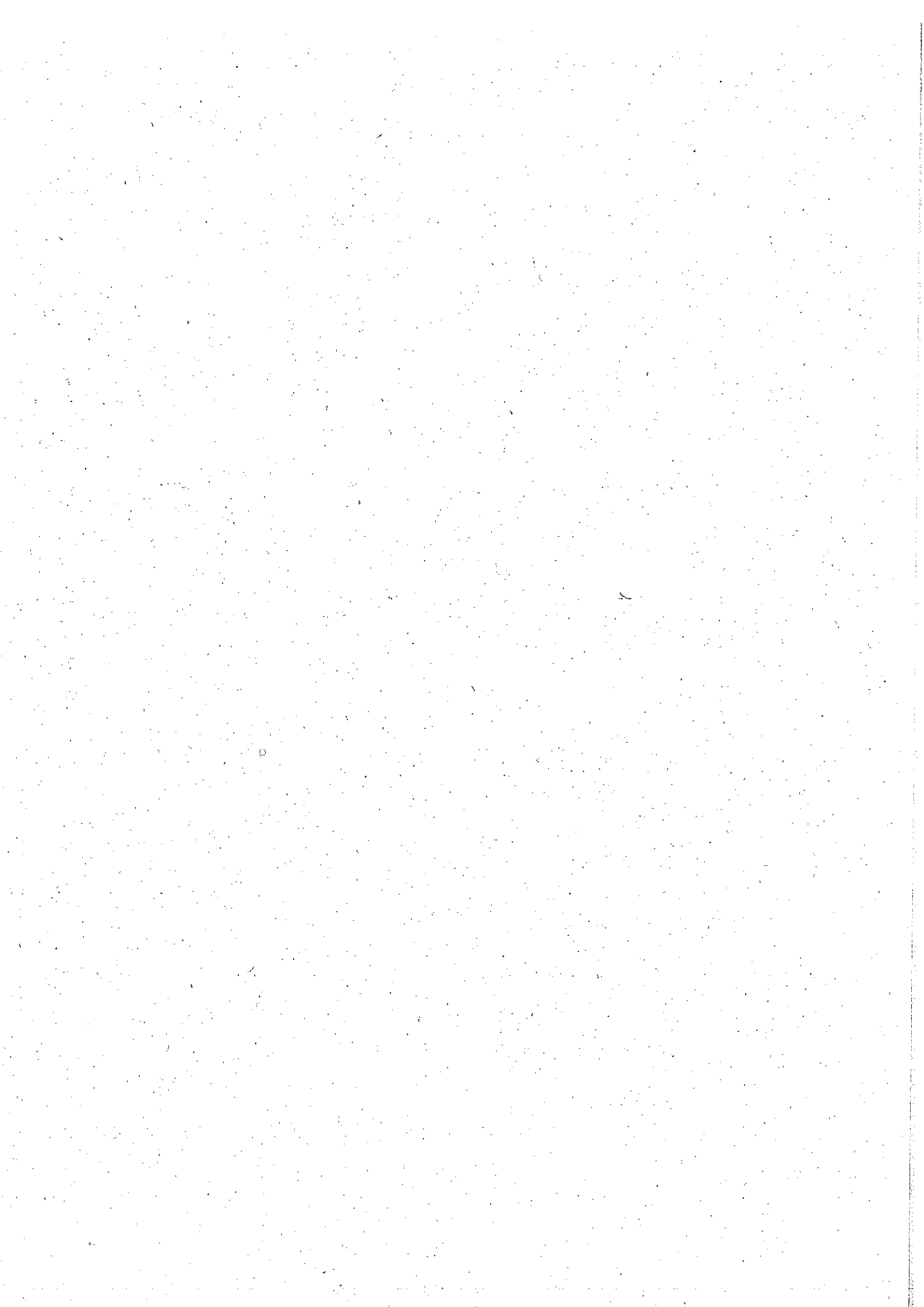
Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

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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.

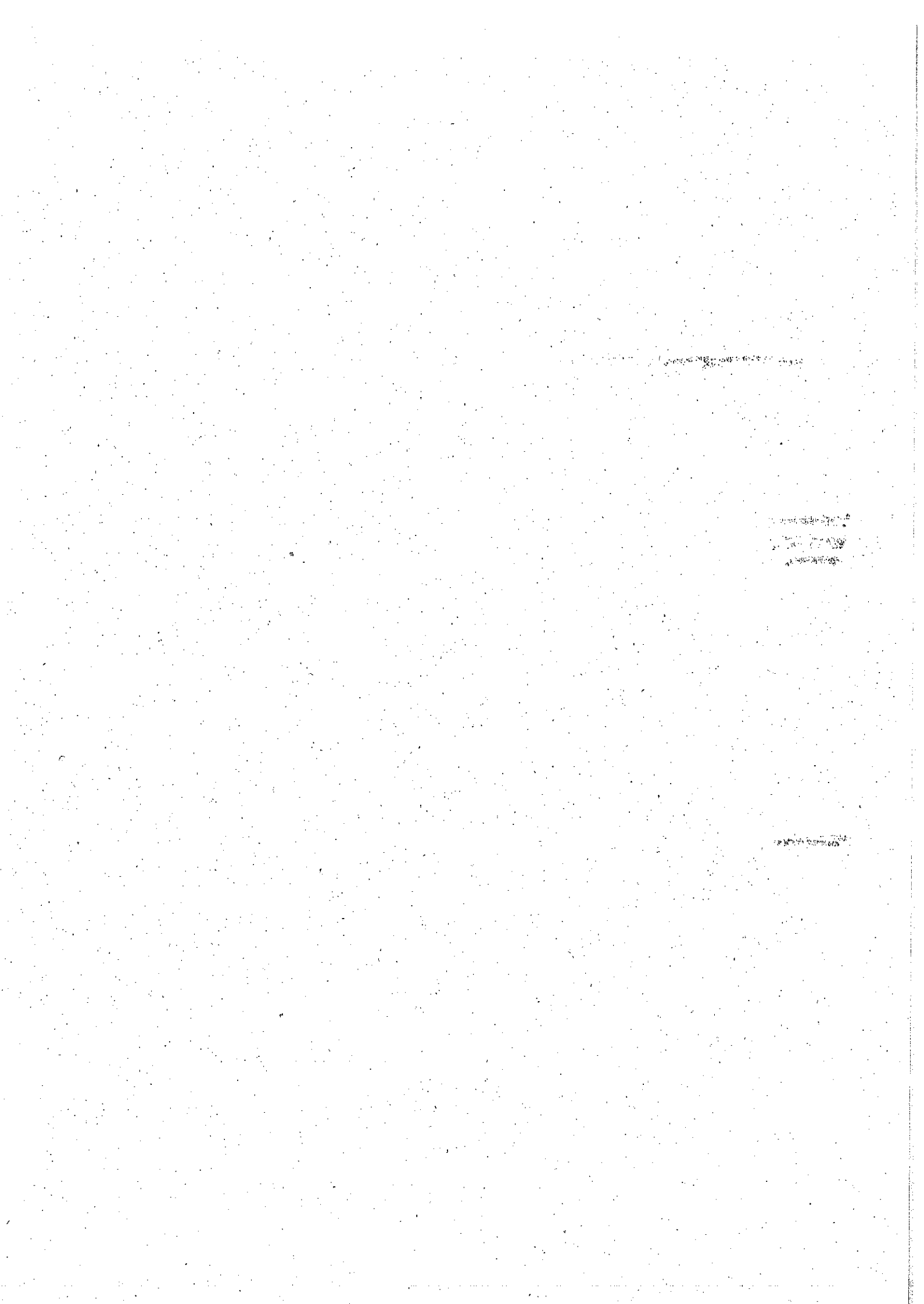
Very hot night all windows open. Music was continuous from early evening but much more noticeable when trying to get to sleep from about 10.30. Noticed it in the Friday, even worse on the sat night:

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.

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
[REDACTED]

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

All,

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Mid Kent Shared Service

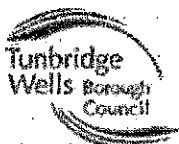
Senior Environmental Health Officer

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>

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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)

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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

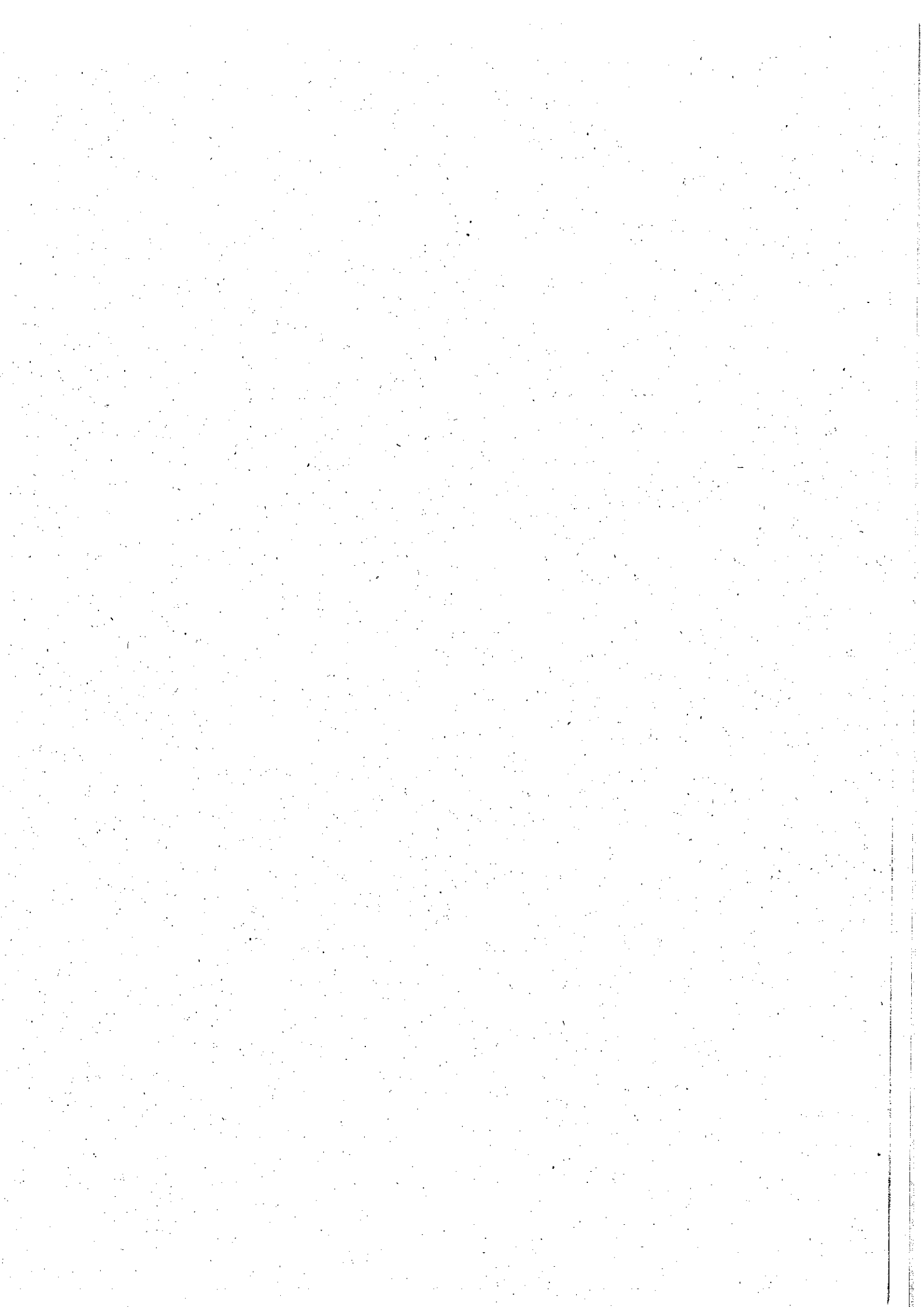
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Town Hall, Royal Tunbridge Wells, Kent, TN1 1RS

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

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<image002.png>

Duncan Haynes

From: [REDACTED] <[REDACTED]@[REDACTED].com>
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.

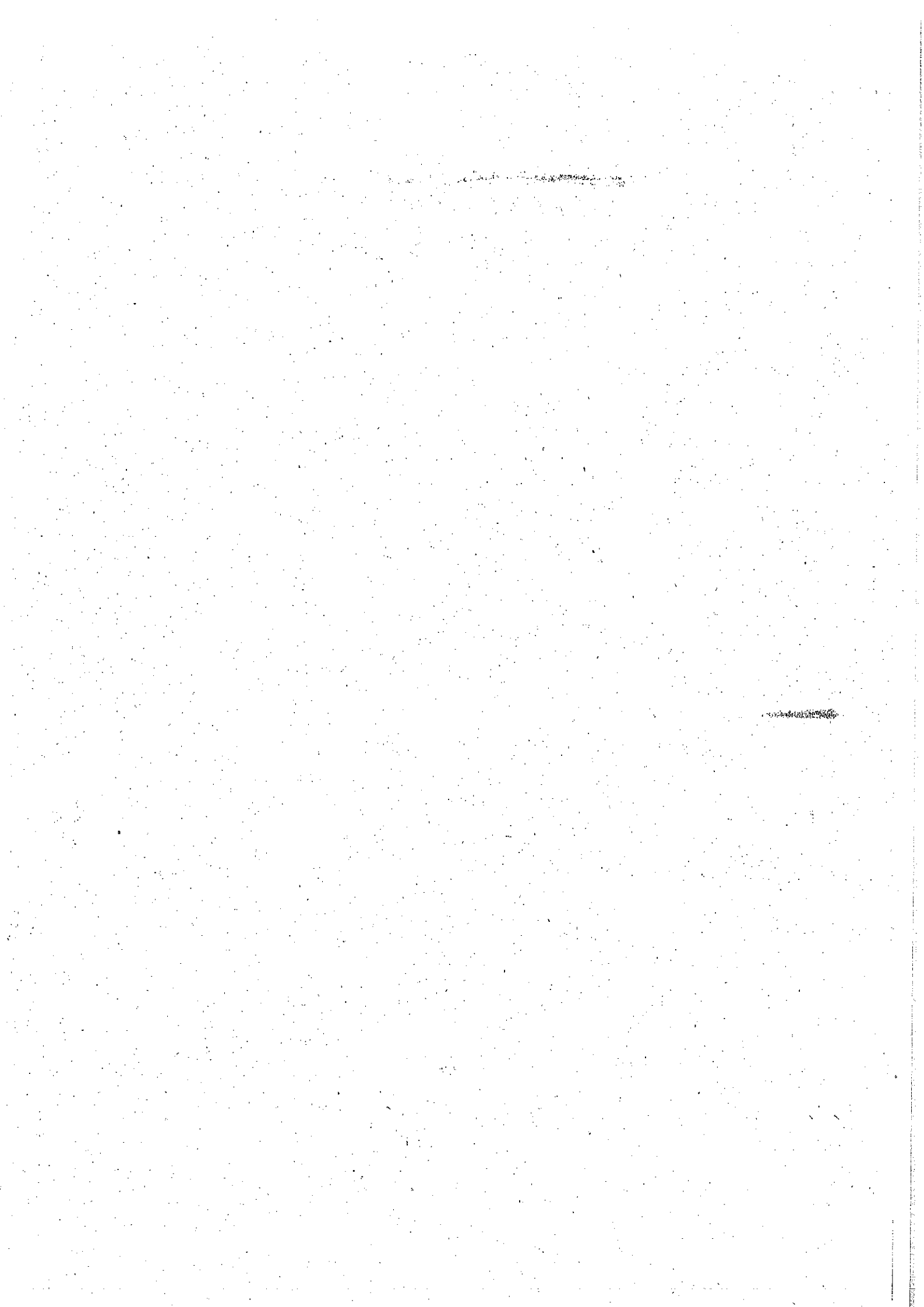
These festivals really must have a reasonable curfew placed on them, 3am is just too late and whoever decided that holding a festival in a tent made it "inside" and therefore quieter needs to spend a week under canvas to learn the lesson that there is no noise attenuation whatsoever afforded by these 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]>

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 your 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]
[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.

██████████
██████████
██████████
██████████

██████████

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

[REDACTED]

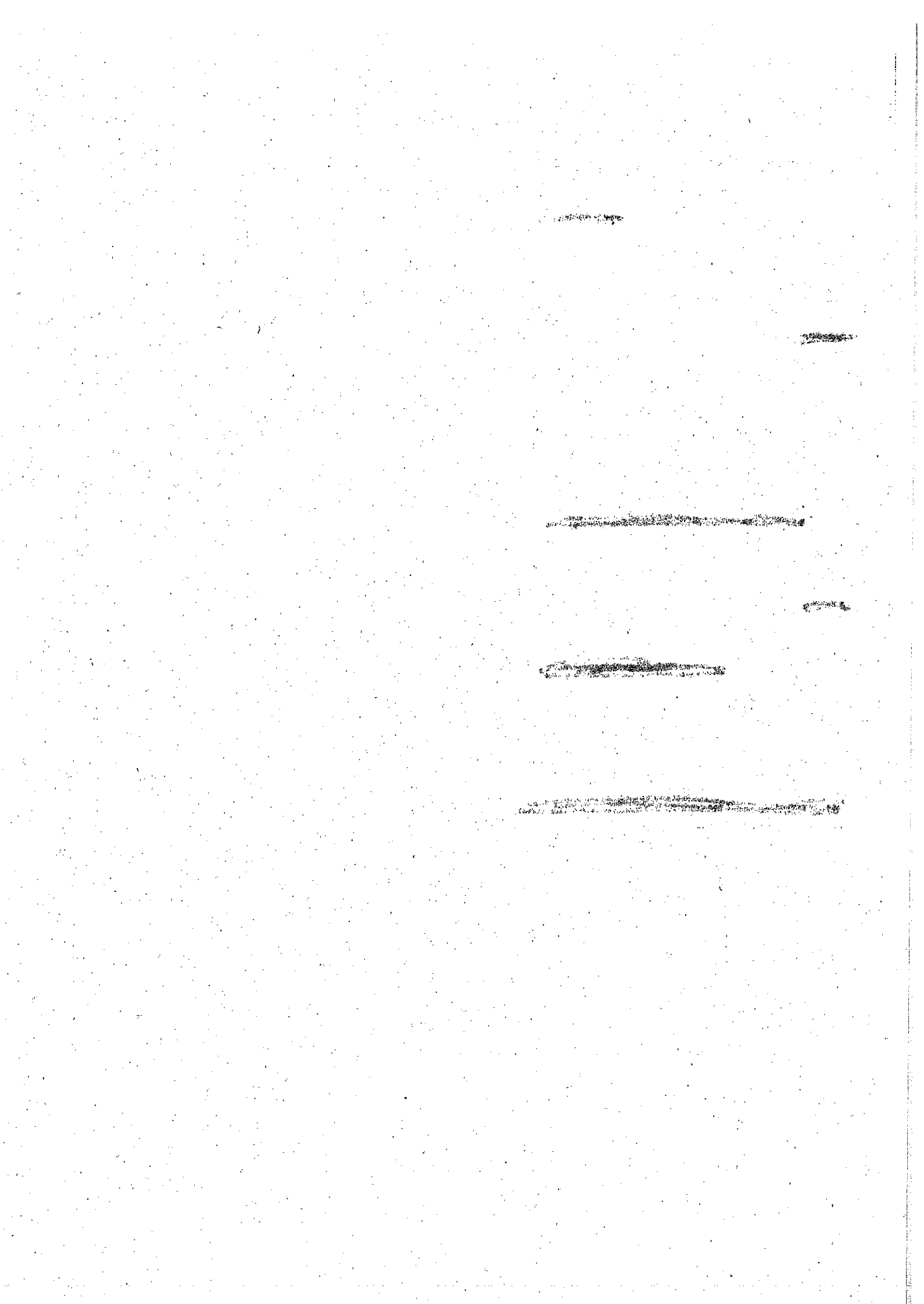
From: Julie Clark [REDACTED]
Sent: 23 September 2021 16:58
To: John McCullough <John.McCullough@MidKent.gov.uk>
Subject: Noise complaint

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

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

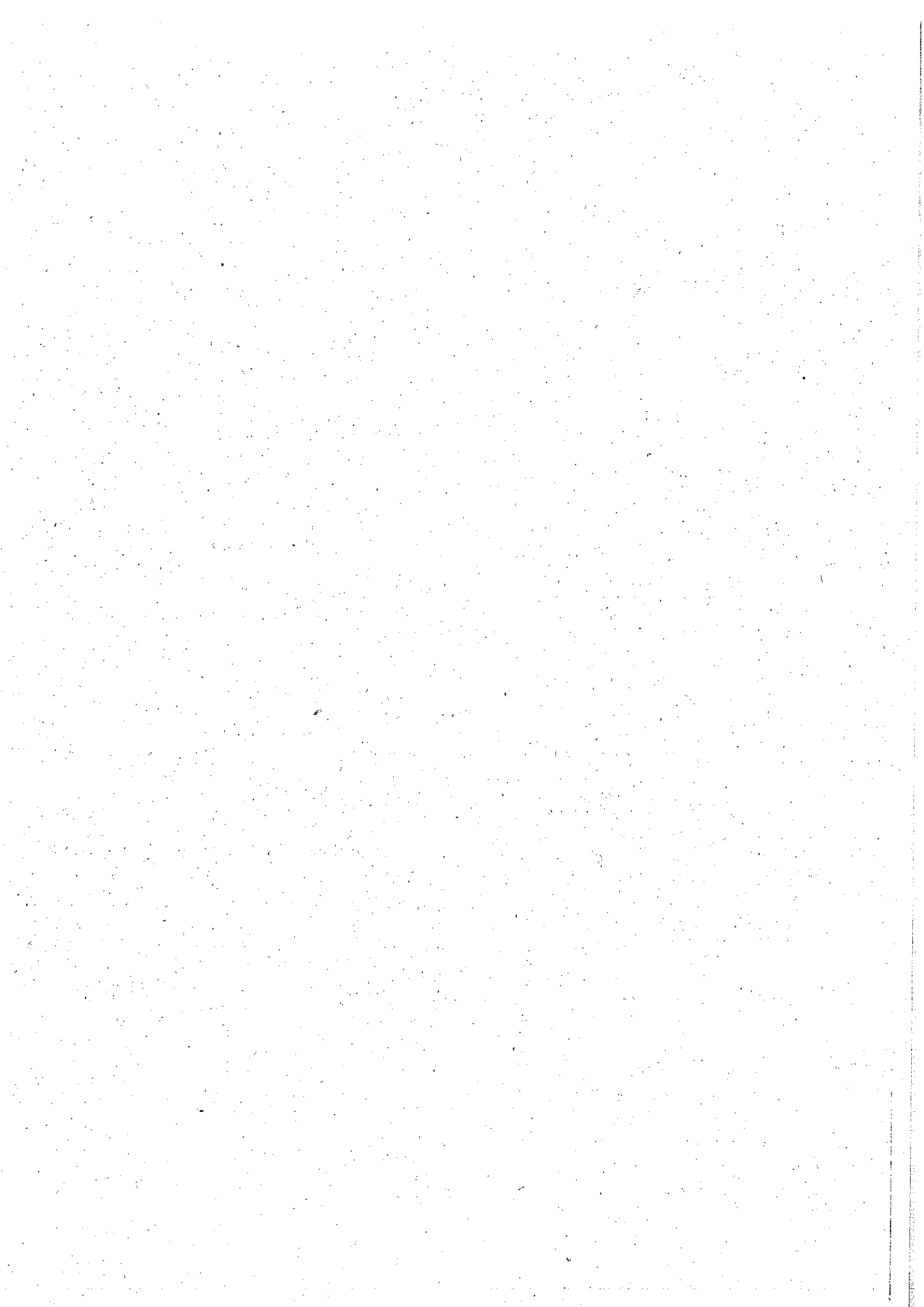
T: 01622 602767

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

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

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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.

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.

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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.

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.

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- 18/19th September

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- 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

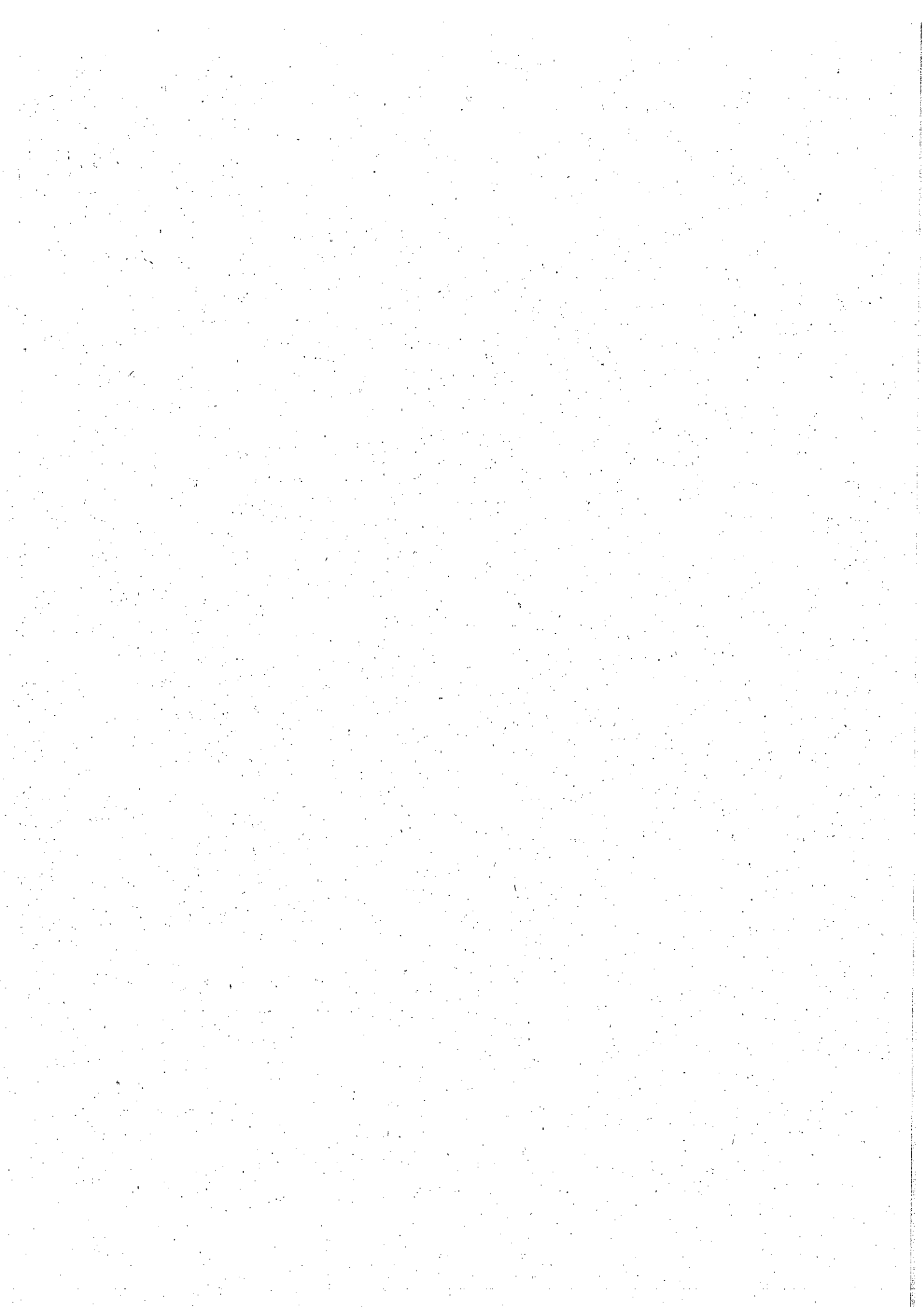
T: 01622 602767

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

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

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.

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,

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

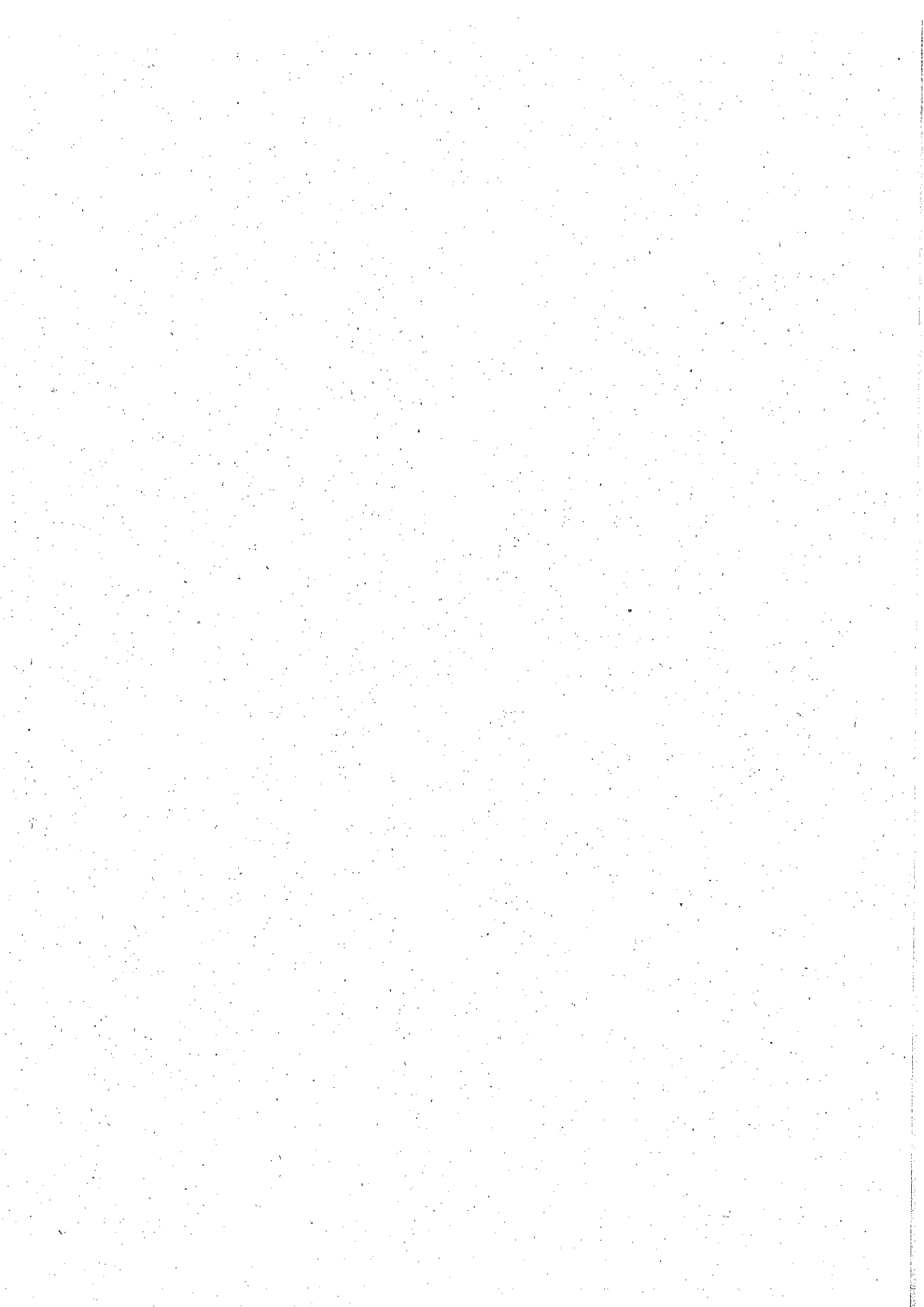
T: 01622 602767

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

www.tunbridgewells.gov.uk

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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.

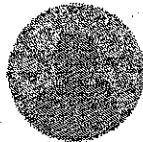
I've also attached some comments from other residents which heard it as well who have commented on a petition I have set up regarding events at this site.

Thanks

[REDACTED]

Reasons for signing

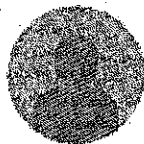
See why other supporters are signing (this will mean a lot to them)



[Redacted name]

1 week ago

Because this needs to be sorted



[Redacted name]

1 week ago

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