

## APPENDIX 5

To whom it may concern

### Reference Complaint regarding noise level at the Miners Arms public house

On taking over the business on the 15<sup>th</sup> April 2019 [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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

We have logged a call [REDACTED] [REDACTED] threatening us to turn off the music or [REDACTED] get us shut down, we feel that as a small business in a local residential area trying to keep this establishment running is totally unacceptable behaviour [REDACTED]  
[REDACTED]

Unsure as to why [REDACTED] solely the Miners Arms that causes noise pollution as also residing on the premises which is on the main road which is constant throughout the day and night are subject to extreme noise volumes from all the below

1. Local Traffic
2. Loud music from local traffic stationary at the lights
3. Heavy good vehicles
4. Emergency Vehicles Sirens to and from the hospital
5. Pedestrians from all sides of the road of all hours of the day
6. Pedestrians standing outside the Miners Arms and neighbouring buildings having loud conversation in the early hours of the morning when the Miners is closed and are NOT miners customers
7. Loud music from the neighbouring public house

It has never our intention to upset or cause distress to any of the local residents, we have intended from the start to maintain a happy relationship with [REDACTED] [REDACTED] and have always been approachable and always will be in such matters in the future.

If there any issues regarding noise pollution we could be advised on by any organisation then we are willing to listen to any **reasonable** requests.

There are constant variations of loud activities throughout the day which would take noise levels to the extreme. The fact being that we are aware as a small business we appreciate and be responsible for responsible for all residents and patrons to keep noise volumes to reasonable level.