

Appendix 4 – Noise Limiter issues

From: Liz Liesicke

Sent: 29 November 2022 10:50

To: Ashley Westen <ash@komo.co.uk>

Cc: Joe Pennefather <jp@komo.co.uk>; Ian Tomes <lan.Tomes@woking.gov.uk>; Mat Prestwich <[REDACTED]>; Daryll Westen <[REDACTED]>; Derrick Laing <Derrick.Laing@woking.gov.uk>

Subject: FW: Komo, 21 -25, Commercial Way, Woking - Noise

Dear Ashley

Further to the representation and our phone conversation, the current position is that the volume at which amplified music is being played is attracting complaints and it is considered that a TENS to permit playing of live amplified music without controls in place will lead to excessive noise within the flats which would be unacceptable up to 23.00hours when residents wish to relax in their own homes.

The representation would be withdrawn if the current TENS application was amended to include the live music event during the afternoon on 10th December only. This is at a time when people tend to be busy and less likely to be impacted by noise. This event would also provide an opportunity for actual noise levels to be assessed.

Going forward, with regard to conditions attached to the premises licence, you have advised that the noise limits for windows closed of 91dB(A) and for windows open 85dB(A) as given under para 7.0 Noise management Plan of the noise report submitted with your Premises application and on which the mitigation measures were based, are too low for your business needs.

It is however necessary to establish what levels, including at different frequencies, can be played without impacting on the flats in the same block and on adjacent businesses when the vacant premises become occupied. You may wish to consult an acoustic consultant to advise on additional mitigation measures which would permit higher volume levels to be played.

It has not been demonstrated that the noise limiter has been installed and set up to the satisfaction of Environmental Health, as required under the licence conditions.

I agreed to allow Komo time to try and correct the noise settings using feedback from complaints received and direct contact from residents of Middle Walk. As complaints continue, it has been necessary to also investigate for statutory noise nuisance as advised previously.

I would like to arrange another date to determine acceptable settings and controls for the noise limiter but this would only be meaningful if there is agreement for music to be played to reflect actual levels played which can then be adjusted as necessary and for the document to be provided with details of the noise limiter used, its installation, set up and control.

A visit for noise assessment is dependent on gaining access to the flat to assess the noise levels and availability of officers to assist.

I will wait to hear from you further.

Regards

Liz

Liz Liesicke | Senior Environmental Health Officer | Neighbourhood Services

Note: working days; Monday, Tuesday, Wednesday.

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL

Phone: 01483 743353 | **Fax:** 01483 750585 | **Web:** www.woking.gov.uk

For general enquiries, please call Woking Borough Council's main switchboard on 01483 755855