

Mr D Broadhurst

Licensing Team
RECEIVED
16 NOV 2023

The Licensing Team
East Lindsey District Council,
The Hub,
Mareham Road,
Horncastle
LN9 6PH

East Lindsey District Council My Reference NOICOM/03046/23

Date: 14th November 2023

Dear Sir/Madam,

I wish to make you aware that I have received a letter from Environmental Protection Officer at East Lindsey Council regarding the loud music and noise from Little Nans premises on Trunch Lane, Chapel St. Leonards, Skegness, PE24 5UA.

This loud music has been disturbing us/my family to such an extent that it is affecting the enjoyment of our holiday home.

This all started when the caravan season started when we opened in April 2023, as we have a static van on The Beeches on Trunch Lane.

Usually around lunchtime Little Nan's Café started to play very loud music outside, including the organiser who sang as well as Karaoke and even the bingo calling was really loud. On occasions they even had acts who sang cover songs very badly/loudly. The music usually ended around 19.45 at the latest. But we really had had enough by then!

You had to turn the TV up to try to drown out the sound which did not always work, the wind in our direction also made this a lot worse. You could not sit out on caravan decking unless you wanted to hear this loud music.

I even spoke to Cherry Tree Park reception which I was told leased the buildings, they even denied music was coming from Little Nan's Cafe even though I could hear it through the speaker on my phone.

I therefore made a complaint under the Prevention of public nuisance (which I understand covers Noise) to the environmental protection at East Lindsey Council. We filled in a noise diary with times and dates and the disturbance it had caused.

It actually got to the stage where we thought of packing up the van and going home several times as this just went on daily, but more so at the weekends, especially as the weather got better.

We could not close our door or windows as it was too warm, we had young Grandchildren staying with us on occasions kept up by the loud music.

The environment protection officer also issued a letter and asked them to keep the noise levels down, but this was ignored. They were also selling alcohol inside and outside the premises which then attracted more customers, so the music and

Karaoke continued and grew louder. Only the rain seemed to stop the constant racket, you could not hear yourself think at times.

This actually started to get us down as I said previously, we went out away from the noise but now we had to come back you could not just sit outside the van and chill, relax or read. Some weekends or holidays we discussed whether we should go to van. We objected to paying our ground rent fees and not being able to use the van as we wished. The environment officer did say there had been a lot of complaints and he had also monitored the noise levels himself from various locations and asked other caravaners to put noise equipment in their van including us.

The letter we received recently has stated that the investigation has concluded that the noise has caused a noise problem/nuisance. The conclusion was based on evidence gathered concerning the levels, nature, frequency of occurrence and duration of the noise that has emanated from the premises detailed which imposed on sensitive properties.

We would appreciate the removal of the exemption which allows the operators of Little Nan's Café to provide entertainment level music outside of the above premises. Or at least if you decide not to remove the relevant exemption you would consider restricting how often outdoor entertainment level music can be provided at the premises.

I do hope other local/near residents to Little Nan's Cafe also send you letters to make their feelings abundantly clear.

If the music had been played at a reasonable level we would have had no cause to complain, but at times the loudness has been quite unbearable and we just need it to be stopped before the new season starts in March hopefully.

Sincerely

FROM MR J. TOYNE

x I would be available to attend a meeting if needs be - although I can't see the point - but will defend our corner until resolved in writing

JT

Noise nuisance advice	Smoke nuisance advice	Bird scarer Code of Practice	Advice on barking dogs	Enforcement policy	Other

It is possible to e-mail the Environmental Protection Section with your questions. The address is EnvironmentalProtection@e-lindsey.gov.uk. The council's website contains up-to-date information on local services, latest news releases, directories and a useful events programme. You can visit the site at www.e-lindsey.gov.uk.

I feel over the last 6 months I have verbally said enough - spent hours recording over a period of 4-5 weeks. John Dixon spent a couple of hours in our living quarters, so has experienced the noise levels from amplified music. In short term we have been in this business 26 years biding by the rules including all relevant licences including an operators licence - obviously we have not moved with the times! It seems bizarre to me that everybody else bides by the old rules - this should have been vetted before and refused application. They should not have any amplified noise outside I was made to take my speakers ^{down} playing light background music outside due to one complaint (check records) but we took them down and life goes on. I would not have a problem if it was kept inside - but listening to - up to 8 hours everyday of bass thumping and loud vocals for 6 months has drove me mad - it is not normal and not C-S-L
TELL THEM TO FIND A PUB TO RENT AND LET PEOPLE LIVE IN PEACE
!!!!