

###	Personal Details				Complaint Details				Action		
Nun	Date:	Time:	Name:	Location (Address)	Borough	Complaint Type (Phoneine / Social Media / In person)	Nature of Complaint (Vocal/ Bass/ General)	Inside / Outside	Additional Comments	Reported to Three Spires (Y/N)	Report Back from Three Spires
1	26th	6:08 PM	Katrina	Clapham Common Westside, SW4	Wandsworth	Phone	Low frequency; vibrations	Inside	Would like a visit please. Can be contacted via mobile. Might be putting the kids to bed.	18:12 (DS) Email	Very close to permanent monitoring location where we are within licence limits (14 CCW). Consultant will visit and carry out measurement near number 32 when possible.
2	26th	20:15	Diane	Kyrle Road, SW11	Wandsworth	Phone	General noise			21:15 by radio from event control	Received by Three Spires approx 21:15 Texted to DF 21:23
3	26th	20:17	Mrs A	Culmstock Road, SW11	Wandsworth	Phone	General noise			21:15 by radio from event control	Received by Three Spires approx 21:15 Texted to DF 21:23
4	26th	21:13	Diane	Kyrle Road, SW11	Wandsworth	Phone	General noise		Complainant quite agitated as felt that no one had attended location (possibly due to mix up on initial call)	21:21 (DS) Email	
5	26th	21:23	Katrina	Clapham Common Westside, SW4	Wandsworth	Phone	Low frequency; vibrations	Inside	Complainant agitated as feels entire flat is shaking and that the levels generated by fixed monitoring point do not reflect the conditions in her (upper floor) flat. Would like someone to visit her flat to confirm this.	21:35 (DS) Email	Texted to Dani 21:50
6	26th	21:51	Diane	Kyrle Road, SW11	Wandsworth	Phone	General noise		Complainant increasingly agitated as does not believe anyone is going to visit the location and does not believe she is being helped.	21:59 (DS) Email	Passed to DF radio 22:11, further away that SSW so cannot be over limit, will visit I&M when possible
7	26th	22:08	Kevin	Clapham Common West Side, SW4	Wandsworth	Phone	General noise				texted to DF 22:35
8	26th	22:12	Mrs A	Culmstock Road, SW11	Wandsworth	Phone	General noise				texted to DF 22:35
9	26th	22:08	Dr Wendy Prentice	Kyrle Road, SW11	Wandsworth	Phone	General noise				texted to DF 22:35
10	26th	22:15	Jerrison	Clapham Common Northside	Lambeth	Phone	Low frequency; vibrations				texted to DF 22:35
11	26th	22:26	Mrs M	SW11	Wandsworth	Phone	General noise				texted to DF 22:35
12	26th	22:49	Christina Ritti	Clapham Common Westside, SW11	Wandsworth	Phone	Low frequency; vibrations				
13	27th	13:47	Alec Davidson	Clapham Common Northside, SW4	Lambeth	Phone	Low frequency;		Directly behind Stage 4	Email DS 13:36	14:11 texted to DR for response, DF copied. Measurement
14	27th	18:08	Mr B	Manchuria Road, SW11	Wandsworth	Phone	Low frequency; vibrations		Reports disorienting sensation from low frequency	Email DS 18:08	Texted to DF 18:14
15	27th	18:15	Mrs J	Walsingham Road, SW4	Wandsworth	Phone	Bass		Would like visit from consultant please	Radio 18:22	Texted to DF 18:30
16	27th	19:21	Michael	Leathwaite Road, SW11	Wandsworth	Phone	Bass			Email DS 19:24	Texted DF 19:29; DF called and left voice mail to inform we
17	27th	21:11	Francis	Clapham Common Westside, SW4	Wandsworth	Phone	Bass			Email DS 21:16	Texted to DF 21:22
18	27th	21:12	Michael	Leathwaite Road, SW11	Wandsworth	Phone	Bass	Outside		Email DS 21:16	Michael called Dani directly to complainant regarding bass noise, claimed he had been driven from garden by noise. Dani explained event was within limits agreed with Wandsworth council and he said he would take it up with them as in his view it is unacceptable.
19	27th	21:22	Woman - presumably friend or partner of Mr Fraser	Not given	Wandsworth	Phone	Bass		Frustrated by lack of change to levels, will speak to Wandsworth Council and get them to press for 50dB limit	Email DS 21:28	Texted to DF 21:40; DF decided not to call due to complainant wanting a noise level lower than ambient noise level of the area.
20	27th	21:56	Mrs A	Culmstock Road, SW11	Wandsworth	Phone			Unhappy that no one has visited her	Email DS 22:02	Texted to DF 22:18, DF tried to call 22:21 number
21	28th	15:39	Not Given (Female)	Victoria Rise, SW4	Lambeth	Phone	General	Outside	From complainant; noise has been fine so far today, but is now beginning	Email DS 15:44	Texted to DF 15:55. DF visited 16:30 to 16:35 - no music audible outside number 193 Victoria Rise
22	28th	15:55	Not Given (Female)	The Chase, SW4 (incomplete address)	Lambeth	Phone	General	Outside	From complainant; has measured levels in her garden at 75dB, which is interfering with her use of garden. Advised that someone may attend to check levels against licence	Email DS 15:59	Texted to DF 16:15; No reply from complainant, voicemail left. Visited address at 17:17 A rated 1 min readings: 60dB; 59dB; 60dB; 58; 59dB. C rated 1 minute readings 76dB; 73dB; 75dB 72dB; 73dB.
23	28th	17:43	Mr B	Clapham Common Northside	Lambeth	Phone	General	Inside	Unhappy with volume now. Reports problem with building 'movement' on Saturday night	Email DS 17:47	DF informed 17:48; DF visiting. Location visited difficulty measuring due to road traffic noise. Estimated LPA 68 to 72dB and LPC is 81 to 84 dBC.
24	28th			Clapham common south	Lambeth					DF Radiod to PB 19:02	Drew measured at 53 CC South at 18:15 (66.4dB A rated) (85.5 dB C Readings at 59 CC South (67.4dB A rated)
25	28th	20:24	Alec	Clapham Common Northside, SW4	Lambeth	Phone	General	Inside	Complainant advised of event finish time	Email DS 20:28	Texted to DF 21:05.
26	28th	21:13	Not Given	Victoria Rise	Lambeth	Phone	General	Outside	Not specifically about current levels. Complainant was not aware of third day, and reports she has been unable to use her garden. Complainant advised of event finished time.	Event control radio to Piers 21:20	Texted to DF 21:24. DF advised no response as Victoria Rise has been monitored and within complaint levels.