

From: [REDACTED]
To: [Ola Owojori](#)
Cc: [Bina Patel](#)
Subject: RE: Complaint to the event "Between the Bridge"
Date: 20 October 2021 16:17:04
Attachments: [Communication e-mail.pdf](#)

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Dear Ola,

Thank you for transferring the message.

Please find attached communication with the event organizer. As you can see from the attached e-mail, I did NOT decline their offer. I wanted to confirm the procedures of noise analysis beforehand, but they did not replied to this e-mail.

In my view, this problem cannot be solved between the event organizer and me. I would like to ask the Lambeth Council to visit the place regularly (hopefully every Friday) and monitor the noise level.

Thank you again for dealing with this matter.

Best Regards,

[REDACTED]

From: Ola Owojori <OOwojori@lambeth.gov.uk>
Sent: Wednesday, October 20, 2021 4:01 PM
To: [REDACTED] [REDACTED]
Cc: Bina Patel <BPatel@lambeth.gov.uk>
Subject: RE: Complaint to the event "Between the Bridge"

Dear Mr [REDACTED],

Further to your complaint, please see the response below from the licence holder and can you confirm whether the request to install a sound monitor for further assessment has been made and if not are you minded to consider this.

Regards
Ola

Thanks for forwarding the complaint from [REDACTED] we have been in regular correspondence with him since Between The Bridges opened in May.

In addition to the communication below, our Sound Management Team have offered to install a

temporary sound monitor in his premises in order to capture specific sound data from his property. This would enable us to understand in greater detail if there are certain environmental conditions, or times of day which are also impacting his experience of the sound levels. Unfortunately Mr [REDACTED] has declined this offer.

Between the Bridges is currently in the turnaround build period, and therefore no PA is currently in use until the 25th October. However, once the site reopens in the new layout, which includes the PA positioned inside enclosed structures, we can offer again to install a temporary sound monitor in [REDACTED] property.

I understand a member of the Licensing Team visited the Site on Friday with regards to the Sound levels and no breaches were found.

Please let me know if you require any further information.

Thanks

Lucy

From: [REDACTED]
Sent: 18 October 2021 15:06
To: Ola Owojori <OOwojori@lambeth.gov.uk>
Cc: Bina Patel <BPatel@lambeth.gov.uk>
Subject: RE: Complaint to the event "Between the Bridge"

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Dear Ola,

Thank you for focusing on this matter and visiting the place.

Yes, they are now temporarily closed and will re-start from 28 Oct after renovation. (According to their home page: <https://betweenthebridges.co.uk/>)

I'm worried about their loud music at Halloween events as I have a very important examination around these dates.

If my application for reviewing the license is meaningless as the license will be expired when hearing is taken place, I would like to withdraw it. However, if I have other options to ask the event organizer to turn down the volume, I appreciate if you can let me know.

Thank you again for dealing with this matter. I really appreciate your continuous monitoring of the premises.

Best Regards,
[REDACTED]

From: Ola Owojori <OOwojori@lambeth.gov.uk>
Sent: Monday, October 18, 2021 2:42 PM
To: [REDACTED]
Cc: Bina Patel <BPatel@lambeth.gov.uk>
Subject: RE: Complaint to the event "Between the Bridge"

Dear [REDACTED] i,

The Licensing Authority was aware of your complaint recently and I have forwarded this to the licence holder for them to investigate. I and a colleague also visited the premises on Saturday evening, but it was closed. We can continue to follow up your complaint with the licence holder and await their response for the time being and monitor the premises when they are open.

Please let us know your preferred option.

Regards
Ola

From: [REDACTED]
Sent: 18 October 2021 14:20
To: Ola Owojori <OOwojori@lambeth.gov.uk>
Cc: Bina Patel <BPatel@lambeth.gov.uk>
Subject: RE: Complaint to the event "Between the Bridge"

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Dear Ola,

I see, do I have any other options? If I have other options, I would like to consider them.

I just want them to turn down the music volume especially on Friday.

Best,
[REDACTED]

From: Ola Owojori <OOwojori@lambeth.gov.uk>
Sent: Monday, October 18, 2021 2:09 PM
To: [REDACTED]
Cc: Bina Patel <BPatel@lambeth.gov.uk>
Subject: RE: Complaint to the event "Between the Bridge"

Dear [REDACTED],

Further to my previous email, please note that the licence is valid until 23rd December 2021 and the review hearing may not take place before the licence expires. Do you wish to try other

options of engaging with the licence holder or still wish for the licence to be reviewed.

Regards

Ola

From: [REDACTED]
Sent: 18 October 2021 13:59
To: [REDACTED]
Cc: Ola Owojori <OOwojori@lambeth.gov.uk>; Bina Patel <BPatel@lambeth.gov.uk>
Subject: FW: Complaint to the event "Between the Bridge"

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Dear License holder,
Dear Responsible Authorities,

I am sending this e-mail in accordance with the guidance of applying the review a licence.

Please be informed that I made an application to request the review of music licence which was issued to "Between the Bridge", as attached.

The reason of this application is that even though I made complaints repeatedly since the event started, the music volume this month was too loud.

If you have something, please feel free to contact me.

Best Regards,
[REDACTED]

Disclaimers apply - full details at www.lambeth.gov.uk/email-disclaimer

Disclaimers apply - full details at www.lambeth.gov.uk/email-disclaimer

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[REDACTED]

From: [REDACTED]
Sent: Saturday, June 26, 2021 1:31 PM
To: Between The Bridges Community
Subject: RE: BTB - Noise Monitor Installation Casson Square

Dear Between The Bridges Team,

From your previous E-mail, I understand it is an obligation of the Lambeth Council to assess the noise level as they approved your Noise Management Plan. Considering your argument, I have already made an official complaint to the Council and am going to call the Council to request their noise investigators to come to the place to assess the noise level, even at night, whenever I feel your music is too loud.

Before considering your proposal, please let me confirm followings.

1. Who analyse the data? (The institution in charge of the analysis is to be a neutral third party)
2. The criteria of judging the noise level (Does the institution analyse the data based on some standard?)
3. Whether the result of analysis is disclosed to me?

If these are not clear, this device will be meaningless to me.

I'm still not sure why you cannot show me the approved plan and measuring result by your team.

Please keep in mind that I'm just asking you to turn down the volume.

Best Regards,

From: Between The Bridges Community [REDACTED]
Sent: Friday, June 25, 2021 9:13 PM
To: [REDACTED]
Subject: BTB - Noise Monitor Installation Casson Square

Dear [REDACTED]

I hope you are well.

Following on from your feedback to Between The Bridges we would like to propose installing a temporary Noise Monitor in your property to collect Noise data specifically from your address.

The equipment comprises a briefcase sized box with a microphone & button push wired to the case. Inside the case a sound level meter logs continuously, but without recording audio for privacy reasons.

If you consider the noise under investigation excessive, you can press the button attached to the case & it records high definition, uncompressed audio for 30 seconds.

At the end of the survey we would collect the equipment & analyse the data.

The kit must remain plugged into a mains power supply for the duration. The power consumption is typically under 10 watts, about the same as a smartphone charger. We would recommend the monitor is in place for 14 days to get a good amount of data collection.

If you are happy to go ahead with this, we would like to arrange access for Gareth and one of his team to meet with yourself at your property on Saturday 3rd July @ 1500. The installation takes no more than an hour and would include a short briefing, and arrangements for collection.

We look forward to hearing from you.

Many thanks

Between The Bridges Team.