

Summary of noise complaints- Cosmopolitan

Date of complaint	Details of complaint	Summary of actions
24/04/21-21/00913/NI	Noise from bass of the music and people in the outside area of the premises on Friday and Saturday nights until 2am. Complaint from resident on Halliwell Street, who contacted the premises directly at first but no improvement, began noise procedure.	Joint site visit with Licensing Team Leader. Spoke to Mr Tankut (DPS) on site to try and provide some practical advice as still only outside area open at the moment due to COVID restrictions. He was contradictory about the times that he plays music to- firstly saying until 12.30 and then it depended on how many customers he had. Once the inside is open he agreed to turn the music down outside after 23.30. we adjusted the bass on the graphic equalizer to reduce the impact. He was not happy and said that anyone that didn't like the music and complained should move. The complainant did not pursue the complaint at this time, so it was believed the situation had improved and I notified Mr Tankut of this and closed this file on 24/5/21.
28/6/21-21/01451/NH	Noise late at night - A further resident from Halliwell Street complaining of disturbance from the premises. Complainant advised issues Thursday, Friday and Saturday until 2am	Noise advice leaflet sent to begin procedure with this complainant and record sheets requested. Email sent to PLH on 5/7/21 advising of the complaint from a different resident. Record sheets were not returned by this customer and the file was close don 17/8/21
22/7/21-21/01725/NI	Noise until 2am from the premises preventing resident sleeping, Mainly Friday and Saturday, but also sometimes on Thursday and Sunday nights	Resident had approach premises directly initially. Complainant started to make a record and forward this by email early in the process. Separate email attached. Site visit to premises on 30/7/21 to advise that further complaints received and noise investigation will be conducted, copy of standard letter advising of complaint left at premises. Further record sheets and evidence returned by complainant and arranged to install the noise recorder. Noise recorder installed on 26/8/21. Recordings made where music was clearly audible in the property- see summary sheet. Site visit made on 2/9/21 with Licensing. Spoke to Mr Tankut- he said he had been away for 2 weeks. Advised of outcome of monitoring and he agreed to keep windows closed and readjust the sound

		equipment.10/9/21- customer reported by email excessive noise at 23.45- same time Licensing were carrying out a visit to the area. Site visit to premises on 24/9/21- spoke to PLH as well as DPS and advised of ongoing noise issues and served abatement notice.
17/8/21- 21/01923/NE	Loud music, offensive language and shouting- mainly from outside area- music, singing, shouting until very late- after 2am- resident is on Halliwell street.	Customer reluctant to make a formal complaint but advised of ongoing investigations.
28/8/21- 21/01725/NI	Complaint from someone dining in premises between 19.30 and 21.30- level of music in downstairs eating area was so loud they could not hold a conversation while having a meal- they asked staff to turn music down and were told they could leave if they didn't like it	Complaint noted and reported to premises during site visit on 2/9/21.
2/9/21- 21/01725/NI	Further complaint- added to existing record	Information of complainant passed to Licensing. Complainant advised of actions so far.