

Appendix C

Harrow Council  
Out of hours noise  
Investigation

530848 / 530848

Council property	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Licensed premises	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Officers on duty		

Call on the night via security OR  Call via Police CAD No.

OR  Proactive referral email / note from  Worksheet No. WS/

Problem	Analysis source group No. & source code letter	Analysis noise type
Name:	Industrial 1	Alarm A
Address: [REDACTED]	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
	Phone:	Miscellaneous 7
Nature of problem: <i>Load music</i>		Music H
		Party I
		TV/Radio J
		DIY K
		Other:

Complainant / Source

Name: [REDACTED]	Date complaint received: <i>28/9/2013</i>
Address: [REDACTED]	Time complaint recorded by OOH team: <i>22:30</i>
	Time of first response by OOH team: <i>22:39</i>
	Phone: [REDACTED]

M3 worksheet outcome	M3 analysis tab outcome
<p>Leave worksheet active and allocate to:</p> <p><input type="checkbox"/> Existing case officer</p> <p><input type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input checked="" type="checkbox"/> Visited: No action (CENP)</p> <p><input type="checkbox"/> Advice given (CEAG)</p> <p><input checked="" type="checkbox"/> Case resolved (CECR)</p> <p><input type="checkbox"/> Referred elsewhere (CERE)</p> <p><input type="checkbox"/> Warning given (CEWG)</p> <p><input type="checkbox"/> S80 served (CENS)</p>	<p>No statutory nuisance proven</p> <p><input type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input type="checkbox"/> No action possible (4)</p> <p><input type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input checked="" type="checkbox"/> Resolved informally (3)</p> <p><input type="checkbox"/> Referred to other service (2)</p> <p><input type="checkbox"/> Notice served (5)</p>
<p>Standard letter to print <input type="checkbox"/> First warning = OOH01</p>	<p>And also, generate a linked worksheet for</p> <p><input type="checkbox"/></p> <p>Because:</p>

TC:5681.518.v2.1.3275

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Date	Time (24 hr clock)	VTO	CPO	Action taken V=Visited T=Telephoned O=Other C=Complainants premises P=Problem premises	Initials
25/9/2013	2239.	T	C	Went on to another machine - left a message to say will call again & on our way.	LJ
28/9/2013	2327	V	C	Knocked N/A at door	LJ
29/9/2013	0020	T	C	answered phone - left a message - just to say EH at door before + have resolved the party	LJ

Summary of action	Details
<input checked="" type="checkbox"/> Telephoned: no problem / stopped <input type="checkbox"/> No time to visit <input type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input type="checkbox"/> Visited: difficult to establish nuisance <input type="checkbox"/> Visited: nuisance if recurrent or for long period <input type="checkbox"/> Visited: statutory nuisance <input type="checkbox"/> Leaflet given <input checked="" type="checkbox"/> Other: NO ANSWER BACK ON ONE CALL OR VISIT.	LJ

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Appendix C

SL 0250

Harrow Council  
Out of hours noise  
investigation

Council property	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Officers on duty	OH	

Call on the night via security OR  Call via Police CAD No.  
OR  Proactive referral email / note from \_\_\_\_\_  Worksheet No. WS/ \_\_\_\_\_

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: _____	Industrial 1	Alarm A
Address: STAR LOUNGE Railway Approach Weald Lane	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
	Miscellaneous 7	People noise G
Phone: _____		

Nature of problem: \_\_\_\_\_  
had none.

Music H
Party I
TV/Radio J
DIY K
Other: _____

Complainant / Source

Name: _____	Date complaint received: 22/2/14
Address: _____	Time complaint recorded by OOH team: 09:15
	Time of first response by OOH team: 01:20
	Phone: _____

M3 worksheet outcome	M3 analysis tab outcome
<p>Leave worksheet active and allocate to:</p> <p><input type="checkbox"/> Existing case officer</p> <p><input type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input type="checkbox"/> Visited: No action (CENP)</p> <p><input type="checkbox"/> Advice given (CEAG)</p> <p><input type="checkbox"/> Case resolved (CECR)</p> <p><input type="checkbox"/> Referred elsewhere (CERE)</p> <p><input checked="" type="checkbox"/> Warning given (CEWG)</p> <p><input type="checkbox"/> S80 served (CENS)</p>	<p>No statutory nuisance proven</p> <p><input type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input type="checkbox"/> No action possible (4)</p> <p><input type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input type="checkbox"/> Resolved informally (3)</p> <p><input checked="" type="checkbox"/> Referred to other service (2)</p> <p><input type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input checked="" type="checkbox"/> LICENSING</p> <p>Because: _____</p>

Standard letter to print  First warning = OOH01

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Date	Time (24 hr clock)	VTO	CPO	Action taken V=Visited T=Telephoned O=Other C=Complaints premises P=Problem premises	Initials
22/2/14	01-20	✓	C	Worley on restoration below and sleeping upstairs. In new bedroom on 1st-floor could clearly hear boss beat. When window opened, noise even louder. In restaurant at rear storage area, very loud also. At rear, clearly heard in street and adjacent to flats. Boss beat/move clearly heard through rear fire doors.	
	01.40	✓	P	Spoke to Mr Ramesh Bhunia; [redacted] here. Explained situation & told to turn boss volume down. Not very happy especially the father of Mr RB. Agreed	

Summary of action	Details
<input type="checkbox"/> Telephoned: no problem / stopped <input type="checkbox"/> No time to visit <input type="checkbox"/> Visited: no problem / stopped <input type="checkbox"/> Visited: reasonable <input type="checkbox"/> Visited: difficult to establish nuisance <input type="checkbox"/> Visited: nuisance if recurrent or for long period <input checked="" type="checkbox"/> Visited: statutory nuisance <input type="checkbox"/> Leaflet given <input type="checkbox"/> Other:	<p>to follow up in the week - for</p> <p>STAT + PUBLIC</p> <p>NURSAWCE.</p>

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Harrow Council  
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539794

Council property	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Officers on duty	PW+TC	

Call on the night via security <sup>8.50</sup> OR  Call via Police CAD No. \_\_\_\_\_  
OR  Proactive referral email / note from \_\_\_\_\_  Worksheet No. WS/ \_\_\_\_\_

Problem	Analysis source group No. & source code letter		Analysis noise type	
Name:	Industrial	1	Alarm	A
Address: <i>Railway Approach</i>	Commercial / Leisure	2 <input checked="" type="checkbox"/>	Barking Dog	B
	Domestic	3	Other animal / bird	C
	Construction / Demolition	4	PA system	D
	Vehicles	5	Fixed machinery	E
	Traffic	6	Mobile machinery	F
Phone:	Miscellaneous	7	People noise	G

Nature of problem: *Star lounge - loud music (8.50)*

Music	<input checked="" type="checkbox"/>
Party	<input type="checkbox"/>
TV/Radio	<input type="checkbox"/>
DIY	<input type="checkbox"/>
Other:	

**Complainant / Source**

Name:	[Redacted]	Date complaint received:	22.2.14
Address:	[Redacted]	Time complaint recorded by OOH team:	10.07pm
		Time of first response by OOH team:	
		Phone:	[Redacted]

<p><b>M3 worksheet outcome</b></p> <p>Leave worksheet active and allocate to:</p> <p><input checked="" type="checkbox"/> Existing case officer</p> <p><input type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input type="checkbox"/> Visited: No action (CENP)</p> <p><input type="checkbox"/> Advice given (CEAG)</p> <p><input type="checkbox"/> Case resolved (CECR)</p> <p><input type="checkbox"/> Referred elsewhere (CERE)</p> <p><input type="checkbox"/> Warning given (CEWG)</p> <p><input type="checkbox"/> S80 served (CENS)</p>	<p><b>M3 analysis tab outcome</b></p> <p>No statutory nuisance proven</p> <p><input checked="" type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input type="checkbox"/> No action possible (4)</p> <p><input type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input type="checkbox"/> Resolved informally (3)</p> <p><input type="checkbox"/> Referred to other service (2)</p> <p><input type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input type="checkbox"/> _____</p> <p>Because: _____</p>
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Standard letter to print  First warning = OOH01

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Appendix C

Date	Time (24 hr clock)	VTO	CPO	Action taken V=Visited T=Telephoned O=Other C=Complainants premises P=Problem premises	Initials
22/2/14	22.20	T	C	<p>- Pre-emptive call to discuss actions following complaint investigated 21/2/14</p> <p>- [redacted] want's action to ensure noise is better managed.</p> <p>- The whole neighbour fence has started from rubbish to thrown into [redacted] garden.</p> <p>- Advised that if might want to sleep elsewhere tonight - a [redacted] agreed.</p>	
22/2/14	23.00	V	P	<p>- Visit as the same as a Pro-actual - to re-assess the actions required.</p> <p>- Keep noise within limit.</p> <p>- Encourage litigant to resolve issues.</p> <p>- remind that S/N + license are separate requirements and either can be used.</p> <p>- (Spoke to SONIA, Mr Prinyi Senior + San Ramesh.)</p>	TC TC

Summary of action	Details
<input type="checkbox"/> Telephoned: no problem / stopped <input type="checkbox"/> No time to visit <input type="checkbox"/> Visited: no problem / stopped <input type="checkbox"/> Visited: reasonable <input type="checkbox"/> Visited: difficult to establish nuisance <input type="checkbox"/> Visited: nuisance if recurrent or for long period <input type="checkbox"/> Visited: statutory nuisance <input type="checkbox"/> Leaflet given <input type="checkbox"/> Other:	<p>① Recd call from complainant</p> <p>② responded to [redacted]</p> <p>③ Visited Star lounge - long discussion about actions to be taken - also to try harder with informal relationship with neighbours.</p>

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Appendix C

Harrow Council  
Out of hours noise  
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42191

Council property	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Officers on duty	AH	

Call on the night via security OR  Call via Police CAD No.  
OR  Proactive referral email / note from  Worksheet No. WS/

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: STAR LOUNGE	Industrial 1	Alarm A
Address: RAILWAY APPROACH WEAVERSTONE	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
Phone:	Miscellaneous 7	People noise G

Nature of problem: loud music

Music	H
Party	I
TV/Radio	J
DIY	K
Other:	

Complainant / Source

Name: [REDACTED] Date complaint received: 23/3/14

Address: [REDACTED] Time complaint recorded by OOH team: 00:55

Time of first response by OOH team: 01:15

Phone: [REDACTED]

<p><b>M3 worksheet outcome</b></p> <p>Leave worksheet active and allocate to:</p> <p><input type="checkbox"/> Existing case officer</p> <p><input type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input checked="" type="checkbox"/> Visited: No action (CENP)</p> <p><input type="checkbox"/> Advice given (CEAG)</p> <p><input type="checkbox"/> Case resolved (CECR)</p> <p><input type="checkbox"/> Referred elsewhere (CERE)</p> <p><input type="checkbox"/> Warning given (CEWG)</p> <p><input type="checkbox"/> S80 served (CENS)</p>	<p><b>M3 analysis tab outcome</b></p> <p>No statutory nuisance proven</p> <p><input checked="" type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input type="checkbox"/> No action possible (4)</p> <p><input type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input type="checkbox"/> Resolved informally (3)</p> <p><input type="checkbox"/> Referred to other service (2)</p> <p><input type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input type="checkbox"/></p> <p>Because:</p>
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Standard letter to print  First warning = OOH01

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Date	Time (24 hr clock)	VTO	CPO	Action taken V=Visited T=Telephoned O=Other C=Complainants premises P=Problem premises	Initials
	01-15	T	C	Spoke to [REDACTED]. He has got fed up of noise cannot sleep and has left the premises. Agreed to chase up what was happening for him on Monday & get an offer to contact him to update him	
	01-30	V	P	closed & no more audible at rear.  Needs updating.	AK  AK

Summary of action	Details
<input type="checkbox"/> Telephoned: no problem / stopped <input type="checkbox"/> No time to visit <input checked="" type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input type="checkbox"/> Visited: difficult to establish nuisance <input type="checkbox"/> Visited: nuisance if recurrent or for long period <input type="checkbox"/> Visited: statutory nuisance <input type="checkbox"/> Leaflet given <input type="checkbox"/> Other:	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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