

3/21/2019

Mail -- info@bondnorwich.com

Re: Outside speaker

Toby Matthews

Wed 21/02/2018 11:11

To: Info Bond Norwich <info@bondnorwich.com>;

Sorry was another bar!

From: Toby Matthews
Sent: 21 February 2018 00:08
To: info@bondnorwich.com
Subject: Outside speaker

Hi,

It's past midnight and you're using an outside speaker.

Please don't use it. I trust I have your cooperation.

Kind regards

Toby Matthews

Sent from my iPhone

3/21/2019

Mail - info@bondnorwich.com

Re: music

Toby Matthews

Thu 19/04/2018 23:47

To: Info Bond Norwich <info@bondnorwich.com>;

It's a Thursday (work day) night and music with a heavy base started at 23.20 and is still going. Please turn it off. It's not necessary and no effort is being made to limit it to the inside of the premises.

Sent from my iPhone

- > On 6 Apr 2018, at 23:33, Toby Matthews wrote:
- >
- > Please turn off your outside speakers making that drumming sound and keep the other music to lower, acceptable level.
- >
- > Sent from my iPhone

3/21/2019

Mail – info@bondnorwich.com

Music

Toby Matthews

Mon 21/05/2018 00:21

To: Info Bond Norwich <info@bondnorwich.com>;

It's 00:20am on a Monday morning. Why is there heavy-base music being played?

Do I need to record this and send it to the city council?

Toby Matthews

Sent from my iPhone

3/21/2019

Mail – info@bondnorwich.com

Re: Bass

Toby Matthews

Sat 02/06/2018 02:07

To: Info Bond Norwich <info@bondnorwich.com>;

No Copa has finished, I can hear your bar - so ignore last email

Sent from my iPhone

> On 2 Jun 2018, at 01:27, Toby Matthews · wrote:

>

> Apologies, It is Cuba Copana tonight, I'll write to them.

>

> Sent from my iPhone

>

>> On 2 Jun 2018, at 01:22, Toby Matthews wrote:

>>

>> The music is too loud. All I hear is heavy bass. There's no need for it; you're a cocktail bar, not a music venue
Please address quickly.

>>

>> T. Matthews

>>

>>

>> Sent from my iPhone

3/21/2019

Mail -- info@bondnorwich.com

Wednesday night

Toby Matthews

Thu 07/06/2018 00:25

To: Info Bond Norwich <info@bondnorwich.com>;

It's gone 12, bring the people in.
Other people have to work in the morning.

Sent from my iPhone

Sunday night

Toby Matthews

Sun 29/07/2018 21:09

To: Info Bond Norwich <info@bondnorwich.com>;

It's Sunday night, can the teenagers play inside?

Sent from my iPhone

3/21/2019

Mail – info@bondnorwich.com

CLOSE YOUR BACK DOORS

Toby Matthews

Sun 12/08/2018 00:33

To: Info Bond Norwich <info@bondnorwich.com>;

AND TURN THE (bad) MUSIC OFF.

It's far too loud. Already notified council and will be following up with the local councillor etc.

Sent from my iPhone

3/21/2019

Mail – info@bondnorwich.com

Sundays

Toby Matthews

Sun 26/08/2018 14:11

To: Info Bond Norwich <info@bondnorwich.com>;

It's Sunday, please keep the bass quiet and close your doors if playing music

Sent from my iPhone

3/21/2019

Mail – info@bondnorwich.com

Outside speaker

Toby Matthews

Wed 21/02/2018 00:08

To: Info Bond Norwich <info@bondnorwich.com>;

Hi,

It's past midnight and you're using an outside speaker.

Please don't use it. I trust I have your cooperation.

Kind regards

Toby Matthews

Sent from my iPhone

2/1/2019

Mail - operations@bondnorwich.com

Screenshots

Leon Abbott

Thu 01/02/2019 14:55

To: Paul Marks <operations@bondnorwich.com>

5G EE

14:53

50% 5G EE

14:54

50%



iMessage
Sat 22 Dec, 23:01

Bass is *far* too loud tonight.
Kindly ask your manager to
reduce it substantially.

I understand the environmental
health from the City Council
have been in touch.

Please cooperate or next time
it's the licensing department,
and that's quite a different
proposition.

Sun 6 Jan, 01:32

Why turn the music on at
00:50?!

You didn't have it in last night
or earlier.

No need for it. Had enough

You didn't have it in last night
or earlier.

No need for it. Had enough
now, time to get the licence
revoked. This has gone on long
enough

Sun 13 Jan, 00:48

Music is too loud - turn down
bass please

Sat 19 Jan, 23:54

Music too loud

Sun 20 Jan, 02:02

You licence ended two minutes
ago. Recording.

The sender is not in your contact list.

Report Junk



iMessage



iMessage



Get Outlook for iOS

BOND No. 28 Tombland
27 28, Tombland,
Norwich
NR3 1RE

28.01.2019

Dear Sir or Madam,

Please be advised that I am today applying to the City Council to review the licence for:

- Bond No. 28 Bar, 27 28, Tombland, Norwich NR3 1RE

This is regarding the licensing objective of "prevention of public nuisance".

Please find a copy of the review application form herewith.

Yours faithfully,

Toby Matthews



NORWICH
City Council

Customer contact team
City Hall
NORWICH
NR2 1NH

12th April 2018

Our reference: EH18/5608

Please quote this reference when contacting us.

The Occupier
Bond
28 Tombland
Norwich
NR3 1RE

Dear Occupier

Environmental Protection Act 1990 – Section 79(1)(g)
Alleged Noise Nuisance – 27 - 28 Tombland Norwich NR3 1RE.

A complaint has been made to this department regarding noise from at the above address.

If the allegation is true and you are able to control the noise please do so. Should the allegation be true and the noise is not controlled, further investigation which may include the monitoring, recording and observing of the noise, will be carried out and this may result in legal action being taken against you to stop the nuisance.

We are required to respond to all complaints in this manner but further action will only be taken against you if we determine that a statutory nuisance exists, we do not rely solely on the word of the complainant.

Please call the Customer Contact Team on 0344 980 3333 if you would like to discuss this matter.

Yours sincerely

Customer contact team



Client

Prepared by

Date

Period

Reviewed by

Date

Subject

Reviewed by

Date

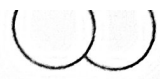
FAO: Mr A Powers

Dear Mr Powers,

I am one of the new residents who have moved in next door. I am writing to let you know of the nuisance that Bond no. 28 is causing.

While I appreciate that, in moving next door to a bar, I should expect some noise, however members of staff are using an outside speaker to project music, and it is so loud that I may as well have the speaker inside my home.

I am sure you appreciate that if Bond no. 28 were my residential neighbour, it would be expected to be respectful of its neighbours, and I would like to request that steps be taken to reduce the noise in the beer garden.



Client	Prepared by	Date
Period	Reviewed by	Date
Subject	Reviewed by	Date

- I would therefore recommend the following:
- > Keeping the outside speaker off at all times
 - > Ensuring the back door remains shut
 - > Posting a bouncer / doorman on the back door to help reduce rowdiness of outside customers
 - > Considering closing the beer garden at 11pm.

Many thanks for your time in reading this letter. I await your response by email.

Yours faithfully,
Maddy
A resident of St Cuthbert's House.
email: