

NUISANCE RECORD FORM



You have been supplied with this form in connection with a nuisance investigation by the Council in order to gather precise details about the effects on you. The form should normally be completed over a period of not less than 14 consecutive days. It must be truthful and accurate. It could be referred to in any subsequent legal proceedings.

The notes are only to relate to the instances when you feel that there is an **unreasonable and substantial interference** with property, or its use or enjoyment. If during the period there are days where there is no such interference, this should also be noted. When completing this form, any continuation sheets and any other information should be returned to the address on the headed paper attached.

Your name:

Address:

Tel numbers: Work:

Address to which the complaint refers: 45 BULL LANE

Premises Name: A&A PLUS KEBABS

Date	Time began	Time ended	Details of the activity	Comments (eg: effect, severity etc)	Initials
13/5/2018	17.00	22.40	Overwhelming smell of nauseating greasy cooking smells on and off all night filling our garden and house. Raised voices of customers trying to have a conversation/order food due to the noise of the generator	Had to stay in doors and shut the windows. Denied enjoying the evening air.	JLC
18/5/2018		23.25	Trader still on premises packing/packed up	Came home and passed them still parked in their trading position at 23.25	JLC/G C
22/5/2018	17.00	22.30	Nauseating smell of greasy cooking on and off all evening. Tried to sit outside in our garden but could hear every conversation of customers along with banging of fridge/cupboard doors. Passing cars sounded their horns on two occasions.	Sat outside on and off during quiet periods which never last for long.	JLC/G C
1/6/2018	17.00	22.45	Had to shut all windows due to nauseating greasy cooking smells on and off all night which flooded our lounge even with the doors shut. When we briefly sat out in our garden we had to go back indoors due to the noise of raised voices	Struggled to smell our own meal and by the end of the evening we both felt nauseous from the awful smell of greasy cooking.	JLC/G C

			chatting to vendors as they have to shout above the sound of the generator		
10/6/2018	21.30	22.15	Group of lads all raising voices swearing and laughing, very unpleasant. Cars passing sounding horns (on two occasions) as they most probably new the customers. (Video evidence)	Felt threatened and vulnerable as we didn't know what would happen when they all passed our fence. They carried on shouting when they left the trader.	JLC/G C
11/6/2018	21.40	21.55	Rowdy conversations (video taken) passed our fence shouting obviously drunk. (Video evidence)	Felt threatened and vulnerable.	JLC/G C
11/6/2018	22.00	22.25	Rowdy conversations (see video) of group of lads playing own music. Raised voices whilst ordering food and talking to each other. Walked passed our fence music still playing.	Felt threatened and very unhappy sitting in the garden.	JLC/G C
13/6/18	22.30		Car horn sounds as passing trader and customers.	In garden. Very annoying	JLC/G C

I certify that all the information above is a true record of events witnessed by me.

Signed: ..

Date: 5/7/18

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Date	Time began	Time ended	Details of the activity	Comments (eg: effect, severity etc)	Initials
14/6/2018	17.45		Car horn passing trader and customers	In garden. Very annoying	JLC/G C
16/06/2018			Witnessed trader had moved closer to our property by approximately three cars length (see pictures)	Noise and cooking smells intensified due to close proximity.	JLC/G C
18/06/2018	21.25, 21.50	22.25	Raised voices ordering food and chatting. Video evidence	No peace. Constant raised voices, laughing and at times screaming	JLC/G C
19/06/2018	21.20		Couldn't sit in garden due to nauseating greasy cooking smells plus the trader was parked closer to our property by one car space. See picture	Not able to sit and enjoy the night air. We are being denied our right to enjoy our own space	JLC/G C
20/06/2018	19.55, 21.00, 22.25		Car horns sounded each time as passing trader & customers	Very annoying.	JLC/G C
	20.15		Loud conversation with trader and ordering food.	No peace. Can't enjoy the evening.	JLC/G C
21/06/2018	18.00 and 19.00		Raised voices with trader and ordering food. To add to all of this there was antisocial activities in the car park with a moped/motorbike racing round with raised voices (video evidence of both trader and antisocial behaviour).	Very unsettling, couldn't relax. Feeling very depressed we can't enjoy one evening of relative peace.	JLC/G C
26/06/2018	20.15		Trader had moved one car space closer to our property. Traders in their work vans visiting on way home to get food. Cars/Vans coming and going, vehicle doors banging. Video evidence	Increased noise of raised voices and car/van doors banging and cars/vans arriving and leaving. No peace.	JLC/G C
28/6/2018	17.10		Car horn sounds on three separate occasions as they passed the trader/customers. Video evidence of noise but not car horns.	Very annoying. Can't relax, so noisy	JLC/G C
			When traders pack up they bang cupboard/fridge, counter doors.	Very loud as this happens after 23.00hrs every night	JLC/G C

				and quite often after 11.15.	
31/03 /2018	21.32		Video from bedroom window of trader parked closer to our property having a very loud discussion with his colleague.	Annoying and disturbed us	JLC/G C
3/6, 24/6, 2/7,			Video evidence of numerous other evenings recording noise nuisance.		
			This being a street food trader these activities do not stop and will more than likely increase. They continue on a daily basis from 17.00 – 23.20. It was an ill-considered decision to decide to place this trader within 50 metres (and on many other occasions closer) of our property. This has interfered with and devastated our home life. As you can see from the incidents above and video evidence this trader is attracting more and more unsavoury customers.	WASHING HAS TO BE IN BEFORE 5-00PM OR SMELLS OF GREASEY COOKING.	
			Note: When looking up this trader on Google they have set up a very detailed (close up) aerial view of their location but it zooms into our property in great detail instead of their position. We were not consulted about this and strongly object to this being set up in this manner.		
4/7	18-30 6 21-30		TRADER RANTING AT WORK COLLEAGUE	TRYING ENJOY OUTDOOR MEAL WHICH WAS RUINED.	
"	22-30		CAR PASSES SOUNDS HORN SIX TIMES.	FURTHER ANNOYANCE WHILE OUTDOORS.	

I certify that all the information above is a true record of events witnessed by me.

Signed:

Date: 5/7/18,

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Your name:

Address:

Tel numbers: Home: Work:

Address to which the complaint refers: BULL LANE

Premises Name: A&A Plus Kebabs.....

Date	Time began	Time ended	Details of the activity	Comments (eg: effect, severity etc)	Initials
16/7	20.30		Loud conversation, could hear the noise from our bathroom and bedroom windows		
19/7	18.50 19.15 19.45 19.50 21.20 22.00 22.15 22.40 22.50	19.30	Car doors banging, loud conversation Loud conversation then car doors banging shut Loud conversation Loud conversation. Traders cupboard doors banging preparing food Strong unpleasant cooking smell Loud conversation Loud conversation Cupboard doors banging Loud conversation between traders in van and banging cupboard doors	Sitting in conservatory having our evening meal. Noise very disruptive to our enjoyment. Tried to sit in our garden but had to go indoors and shut the window as cooking smell was flooding the garden and house	
20/7	17.30 21.40	22.00	Overwhelming smell of cooking flooding the garden and house. Man having conversation with Trader but shouting to be heard over their generator or cooking.	Finally sat outside but mans voice really loud. Started to rain so went in doors.	
21/7	18.40 19.10 19.30 19.45 20.20		Loud conversation. Loud conversation Loud conversation Trader ranting at someone Loud conversation. Customer shouts see you later, car leaves and sounds horn once.	Loud conversation disturbing	

	20.49 21.10 21.40 21.45 22.01 22.32 22.48		Group of youngsters shouting between each other and ordering food. Witnessed this group passing our house with yellow polystyrene containers eating chips. Loud conversation Passing car sounds horn twice. Loud conversation and laughing. Loud conversation. Passing car sounds horn once. Loud conversation cupboard doors banging.	and car horn sounding made us jump. Example video sent to Charlie	
22/7	18.40 19.05 19.50 20.05 22.56	22.20	Loud conversation. Cooking utensils clacking. Loud conversation, car doors banging. Loud conversation, loud bang (cupboard door banging shut) Loud conversation, cupboard doors banging, clacking of cooking utensils. Cupboard doors banging.		
23/7	21.05 22.26 22.45	22.35	Passing car sounds horn three times Loud conversation and banging of cupboard doors. Cooking utensils clacking		
24/7	17.00 19.25 20.08 21.40 22.08		Passing car sounds horn Strong smell of cooking on and off all night. Passing car sounds horn twice Loud conversation Loud conversation		
25/7	17.00 22.35 22.45		Passing car sounds horn twice. Loud conversation Very loud conversation, smell of cooking and cupboard doors banging	Weather very hot and wanted to sit in garden but smell of cooking was overwhelming so went in doors. Sat outside late evening	
26/7	17.15 21.02 21.14 21.46 21.59 22.46		Smell of cooking. Loud conversation Smell of cooking – suffocating! Loud conversation and strong smell of cooking Passing car sounds horn once Loud conversation – customer said “you’re not allowed to close yet”. Cupboard doors banging		
28/7	17.10 20.25		Shouting which could be heard from our bedroom and bathroom windows. Loud conversation and raucous		

			laughing, strong cooking smells		
31/7	21.00		Strong smell of cooking on and off all night. Loud conversation		
1/8	17.00 17.08		Loud conversation Passing car sounds horn twice	House full of the smell of cooking – AWFUL!	
2/8	17.00 19.37 21.45 22.00 22.25	10.35	Car doors banging, loud conversation Passing car sounds horn Loud conversation and car doors banging Loud conversation, customer shouts "see you later", car doors bang and customer drives off Car pulls up with music playing loud, doors slam shut. Loud conversation and clacking of cooking utensils. Customer leaves, loud music starts, car doors slam and leaves.		
3/8	21.34 22.10 22.20 22.44		Car doors banging, loud conversation, cooking utensils clacking Loud bang from van (cupboard door ?) Loud conversation, cupboard doors banging Thumping and banging from van packing up		
4/8	15.20 20.55 22.45 23.01		Passing car sounds horn Loud conversation Loud conversation, clacking of cooking utensils Loud raucous conversation, customers left van shouting and laughing passed our fence	Very disruptive	
7/8	17.30 21.20 22.10 22.50		Customer shouting to someone else along the back of our fence asking them what they wanted to order. Smell of cooking. Passing car sounds horn once Very loud conversation, clacking of cooking utensils and banging cupboard doors Loud conversation from late customer!		
11/8	18.20		Strong smell of cooking on and off all night.	Smell of cooking flooded house and couldn't ventilate bathroom naturally as had to shut windows, worse on damp days	
12/8	18.00 21.30		Strong smell of cooking Strong smell of cooking	Had to shut conservatory doors and windows so we could eat our evening meal without the smell of greasy cooking. Very upsetting. Garden full of the smell	
14/8	20.50		Very loud conversation & laughing	Could be heard in our conservatory with just the roof vent open. Customers at	

				van very noisy with someone constantly bouncing a ball and then very noisy passing our fence	
19/8	18.50 22.00 22.14 22.40 22.52	22.30	Loud conversation Loud conversation, children in the van shouting, clacking of cooking utensils Loud conversation, children shouting and cupboard doors banging Loud conversation, clacking of cooking utensils Banging of cupboards	Customers often drive away from van, turn around at the junction of Shepherds Lane and come back past van to leave.	
20/8	17.00 21.20 22.00 22.47	17.30	Loud conversation Loud conversation Car pulls up by van, four car doors bang shut, customer is heard giving order and then starts shouting and swearing at someone. We gathered from this it was his friends leaving not wanting any food as when he left only one car door slammed and then he left. Cupboard doors banging	Example video sent to Charlie	
21/8	20.40 21.55 22.03 22.20 22.37 10.45		Loud conversation (shouting) Loud conversation, clacking of cooking utensils, Traders children shouting? (recognise voice) Cooking utensils clacking and child shouting Clacking of cooking utensils Loud conversation Loud conversation, clacking of cooking utensils		

PLEASE NOTE THAT COOKING SMELLS ARE CONSTANT BUT PARTICULARLY BAD WHEN LOGGED ON THIS DIARY SHEET. THIS IS NOT DEPENDENT ON WIND DIRECTION AS WIND SWIRLS AROUND THIS AREA SO NO RESPIRE FROM COOKING SMELLS AT ANY TIME.

Note: On 2/8 my husband and I met with Charlie Fletcher and Tina McKenzie-Boyle to discuss the noise and smell of cooking emanating from the A&A Plus Kebab van. We played an example of the noise disturbances through our sound bar which produced an accurate representation of the noise levels. Charlie then informed A&A Plus Kebabs of our complaint by letter. Sometime following receipt of this letter, my neighbour asked me if the Kebab van owner (Mrs Bunker) had spoken to us about cooking smells, which she had not. My neighbour said that Mrs Bunker had approached her whilst she was in her front garden asking if she had any complaints about the smell of cooking. My neighbour told us that she replied that she could not comment as she rarely sat in her garden. I have purposely not involved my neighbour at all in this matter as she is seriously ill and has more important things to worry about. However, I did wonder what would have happened had Mrs Bunker spoken to me.

I certify that all the information above is a true record of events witnessed by me.

Signed:

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Date: 17/9/2018