

Warwick District Council

PRE V8.1.x.0

REPORT PREPARED ON 10/ 4/14 AT 14:55

Request reference number: 172908

DETAILS OF SERVICE REQUEST

COMPLAINT CATEGORY: ENG - Noise - commercial industrial - other  
COUNTRY OF TRADE: GB - UNITED KINGDOM  
UNIT: EEP - Environmental Protection  
INVESTIGATING OFFICER: MSJ - Michael Jenkins  
RECEIVING OFFICER: LCP - Lucy Parker

DATES

DATE RECEIVED: 15/03/2013 TIME: 0.07  
DATE OF FIRST RESPONSE: 15/03/2013 TIME: 23.00  
DATE CLOSED: 09/05/2013  
TARGET RESPONSE DATE: 21/03/2013

NAME OF PERSON COMPLAINED AGAINST

Castle Fast Food  
PREMISES REF: C12\*WR46BS/1  
NAME: Castle Kebab  
TELNO: 01926 491010  
UPRN/USRN: 100071510104  
EASTING: 427943  
NORTHING: 265213

ADDRESS COMPLAINED AGAINST

46b Saltisford  
North Rock  
Warwick, Warwicks

AREA: Warwick

CV34 4TD WARD:  
TELNO: 01926 491010  
UPRN/USRN:100071510104  
EASTING: 427943  
NORTHING: 265213

FULL DETAILS OF CLIENT

[REDACTED]

[REDACTED]

CLIENT UPRN/USRN: 100071363412  
 CLIENT EASTING: 427943  
 CLIENT NORTHING: 265213  
 CLIENT LPIKEY: 3725L000084624  
 HOW RECEIVED: E - Email  
 DATE SERVICE REQUEST RECEIVED : 15/03/2013

TEXT

15/ 3/2013 9:02 LCP

Further information: The fast food outlet has recently opened and the noise has become intolerable past 11PM until 1AM. The owners have been very inconsiderate to people who live in close proximity. They regularly shout very loud to one another, slam doors so hard it shakes the unit, revving engines into the early hours of the morning. The only way we can sleep is when they leave the shop at 12-1AM. The noise is causing a great nuisance and the volume is way beyond reasonable giving the time. We are looking for a solution to get them to cease being so loud.

COST AND TIME CHARGED

PAYMENT RECEIVED: No

RESULT AND FURTHER ACTION

ACTION TYPE: EAB - Nuisance from noise  
 Action record initiated under record number 155814

- |   |   |                |
|---|---|----------------|
| 1 | E09 Noise - night noise service letter  | 19/03/2013 LCP |
| 2 | AAA Telephone Call to. [REDACTED] They do close at 11pm but for the next hr / hr and a half they shout, bang around, move things onto the street etc which causes nuisance. Advised we visited friday and that he should call n/n out to witness. Gave him mobile number over the phone. He was very impressed that we had this service | 19/03/2013 LCP |
| 3 | AAA Telephone Call to... [REDACTED] no answer and no machine  | 18/03/2013 LCP |

- 4 AAL Visit - advice given to .....owners/staff of shop just before 15/03/2013 MSJ  
11pm. They have just set up the  
business but close at 11pm so they  
will have all left soon after this.  
Complainant not contacted on the night  
due to time. KSW and MSJ on duty
- 5 full e-mail 15/03/2013 LCP
- 6 COM Completion Target 14/05/2013 09/05/2013 MSJ