

**ADDITIONAL MATERIAL FOR FULL REVIEW OF THE LICENCE FOR FAITH
IN STRANGERS, 17 ETHELBERG CRESCENT, MARGATE**

1. Correspondence between Beth Pritchard and Christopher Brown (EHO) dated 5 August 2021
2. Correspondence between Donna Walker and Amanda Berry (EHO) dated 26 September 2021
3. Correspondence between Beth Pritchard and Amanda Berry dated 2 December 2021
4. Correspondence between Beth Pritchard and Paddy Whur dated 6 December 2021
5. Correspondence between Georgina Wilson-Powell and Amanda Berry (EHO) dated 15 December 2021
6. Correspondence between Beth Pritchard and Faith in Strangers dated 15 December 2021
7. Correspondence between Georgina Wilson-Powell and Faith in Strangers dated 16 December 2021
8. Correspondence between Donna Walker and Amanda Berry dated 16 December 2021
9. Correspondence written to Craig McKinlay MP from Charlene Bryant
10. Correspondence between Georgina Wilson-Powell and Paddy Whur dated 26 January 2022
11. Message from resident Flat 8 to Clifton Court Residents' Association sent on 29 January 2022.
12. Correspondence from Clifton Court Residents' Association to Paddy Whur dated 30 January 2022

13. Email from Jackie Davies to Amanda Berry (EHO) dated 30 January 2022
14. Message from FIS to Ms Deal on 2 February 2022
15. FIS advertising of Klipsch Audio
16. Statement from Donna Walker
17. Photographs of Frank's Night Club interior vs FIS interior - showing removal of sound proofing

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Subject:

FW: Sound test

From: Beth Pritchard <>

Date: 5 August 2021 at 12:45:39 BST

To: Christopher Brown <christopher.brown@thanet.gov.uk>

Cc: Georgina , Cllr-Alan Currie <cllr-alan.currie@thanet.gov.uk>, "Morgan Sproates (Regulatory Services Manager)" <Morgan.Sproates@thanet.gov.uk>, Amanda Berry <amanda.berry@thanet.gov.uk>

Subject: Sound test

Dear Mr Brown

Thank you for your email, hopefully your further advice to the venue does the trick.

If it doesn't, then please see below for more colour on why we wondered if this situation can be resolved on a cross department basis. We're not actively asking for this, but wanted to set out our rationale just in case.

Please can I also flag that George (double jabbed as well) recently tested positive for Covid so we are self isolating and cannot make use of the call out service this weekend.

Please accept my apologies in advance for the length of my email and for the fact that I repeat the history of the matter. My logic behind doing so was to set out the context for Officers in other departments unfamiliar with the situation.

Planning and Building Control

In May 2021, 11 weeks ago, the venue substantially changed their business model. Having previously been a members only co-working space (as per planning) they opened to the public three nights a week, hosting DJs until 3am and have, in effect, become a de facto nightclub.

There are 12 flats above FIS, flats 1, 3, 8, 9 and 11 have all complained about nuisance from the venue since it opened for evening events. Residents who lived in the block when the venue previously held music events (20 years ago) have confirmed that the noise transference is much worse now, following changes to soundproofing as follows:

- removing suspended ceilings and leaving bare concrete surfaces
- opening up sky lights
- striping out walls
- removing breeze blocks from the windows and terrace
- punching holes through the ceiling for air-conditioning, creating an escape route for noise

Considering the above and that we can hear furniture moving, as well as the sounds of patrons talking, we are concerned that the venue has not met the 2 planning conditions below relating to noise:

1. Ref F/TH/18/0875 Condition 7; Prior to first operation of the premises a scheme of sound insulation shall be submitted and approved in writing by the local planning authority. The scheme shall be designed to ensure that Entertainment noise (noise from the amplification of human voice and music) (LAeq 15 mins) should be controlled to 5dB below the background noise level (LA90 15 mins) without the entertainment noise present, in each octave band at the façade of any noise location
2. Ref F/TH/18/1556/F/TH/17/0132 Condition 9; The ceiling and floor that separate the residential and commercial unit resist the transmission of airborne sound such that the weighted standardised difference (DNT. W + Clr) shall not be less than 53 decibel

We initially raised our concerns about this with Planning and Building Control in October 2019 after experiencing nuisance from the venue on three occasions in summer / autumn of 2019.

We did not get a response to our letter, nor did we follow up on it, because after we complained the venue stopped evening events.

Members of the Residents' Association have offered to pay for a professional test of the ceilings in order to ascertain if our concerns about the effectiveness of the soundproofing are correct, however, the venue have not responded to our requests for access.

Licensing

Stepping back from the detail, we think it is inappropriate that a business in a suburban, residential block of 12 flats, that was issued an alcohol licence as a 'member only co-working space', has gone on to serve alcohol to the public until 2.30am, hosts DJs to 3am and acts as a magnet for late night drinkers that leave other venues which have tighter restrictions on their licence.

As such, we would like to understand if it is possible for conditions to be placed on the licence. As part of this we would like to understand if a failure to implement planning conditions would provide sufficient grounds for a licence to be reviewed.

We would also like to understand why a 3am licence was issued. I say this noting EH's recommendation in 2018 that limitations should be added to their application. We wonder if this was an oversight in the application process? If so, we would like to ask for Licensing's support in correcting the situation.

Residents' Association (RA)

The homes above FIS were here for half a century before FIS took over the venue. Having been empty for c.20 years, the permitted use for the venue was changed to a residential flat after which FIS took over the lease and applied to change to an arts venue.

Residents feel it is unfair that the venue can suddenly adopt a business model as a nightclub and in doing so make our homes uninhabitable. We are therefore really keen to explore if it is possible for other departments in TDC to help us resolve this situation.

Cliftonville Court has an active RA, however, a number of members don't have access to the Internet or Noise App and we worry that not everyone's voice in the situation is being heard. There are also other serious problems with the building unrelated to FIS. As such, not all residents have the capacity to individually engage with TDC departments when nuisance occurs (for out part the situation is exhausting).

I appreciate how busy TDC Officers are, but given how many people this affects, a meeting with the RA could help bring the situation to life for Residents and Officers alike and help residents understand options available.

As I say, just an idea at this stage, but something we'd like to explore if the venue continues to be a nuisance.

With kind regards

Beth

Beth Pritchard - Written by thumb, sent from my phone (I'm justifying typos) -

On 27 Jul 2021, at 13:29, Christopher Brown
<christopher.brown@thanet.gov.uk> wrote:

Ms Pritchard,

Thank you for your email. The content is noted. I have copied in my management line for information purposes.

My current intention is to update our advice to Faith in Strangers once I have spoken to my colleague on 02/07/21 (or as close to this date as possible). I note your absence this weekend which I hope provides some respite from the ongoing reported issues.

In terms of an officer meeting I am happy to raise this with colleagues however I feel that they will question why they are attending and may want some clarity first. I believe the planning permission was granted and to my knowledge cannot be revoked. The premises license was granted and can only be changed or revoked through a set licensing process. Building Controls involvement would be in terms of the conversion of a premises in relation to Building Regulations. However once these were signed off I am not aware that they can intervene further. If you are questioning the processes that were undertaken at the time then I believe this would have to be done via the Councils complaints process.

I understand your direction and I am sure officers will be happy to answer questions but I am unsure the answers will be any

different to what I have outlined. If you wish to outline the issues you feel are relevant to each department I am happy to send them on and ask them to respond accordingly alongside responding to your request for attendance at a residents meeting. They may then be happy to attend a meeting to answer those questions and possibly any others to a wider audience at that meeting.

Regards,

Christopher Brown

Environmental Protection Officer

Thanet District Council

Cecil Street

Margate

Kent

CT10 1XZ

Tel: 01843 577400

e-mail - christopher.brown@thanet.gov.uk or environmental.health@thanet.gov.uk

On Mon, 26 Jul 2021 at 14:54, Beth Pritchard wrote:

Dear Mr Brown

Many thanks for the update and for hand delivering your advice to the venue.

Thursday 22nd - Sunday 25th July

This weekend there was a live DJ three nights. The crowds were worked up into crescendos, the bass was ever present and the furniture / hand dryer / people chatting / drunken singing continued to be a nuisance.

I acknowledge, however, that subsequent to your advice to the venue, there was a reduction in music volume compared to prior DJ events; although it was louder than last week when there was no DJ.

We are away this weekend which will hopefully give the venue time to act on your other advice reference furniture, hand dryers and pending advice on bass.

Resident Association and TDC Officer Meeting

If that doesn't work, however, I'd be grateful for your thoughts on the following.

Last week Cllr. Currie was kind enough to meet with 2 flats affected by the issue. He has suggested that as the problem with the venue spans a number of TDC departments that a meeting of Officers from licensing, planning (building control (?)), alongside all residents affected would be appropriate.

This sounds ideal from our perspective as we believe the noise nuisance we're experiencing is directly linked to a breach of planning conditions plus an inappropriate licence. If the sound proofing was made adequate then the vast majority of issues would be resolved.

Moreover a number of other residents are very keen to raise their concerns and discuss next steps and this would give them the forum to do so.

Future Events

I am pleased to hear that the venue is working with you although I see in parallel they have booked a number of DJs who are more suitable for an Ibiza rave than a residential block of flats in Margate.

We also note that the venue has a history of saying one thing to TDC e.g. 'paid members only arts venue' and doing another e.g. 'free entry for all into a de facto nightclub'.

Finally, please can I thank you for yours and your colleagues' continued work on this matter, Cllr Currie shared with us the breadth of issue you are involved in sorting in Thanet and how busy EH are at present.

In particular we're grateful for the specific advice you have given the venue on hand dryers / furniture which should make the situation materially better in the short term.

Kind regards

Beth

Beth Pritchard - Written by thumb, sent from my phone (I'm justifying typos)

On 23 Jul 2021, at 15:18, Christopher Brown
<christopher.brown@thanet.gov.uk> wrote:

Ms Pritchard,

Thank you for your email. I note a further email from Ms Wilson-Powell and noise app recordings from last night. I will respond to these accordingly.

To provide an update, based on the results of our visit I have today written to Faith In Strangers (hand delivered letter this afternoon). We have advised them of sound levels for the period up until

23:00pm and have advised them to reduce low frequency noise (basebeat) from 23:00pm onwards. We are reviewing guidance and will provide them with a more direct view on post 23:00pm noise when my colleague returns from leave the week commencing 02/08/21.

They have been advised to seek remiative measures for the furniture noise and hand dryers at the earliest opportunity.

Other observations have been made which we will continue to discuss with them.

My colleague has stated and I agree, that an expectation of no noise given the environment is not something we can pursue; however, we will seek to reduce any unreasonable effect to what we deem to be an acceptable level. We will continue to work on this over the next few weeks. In mitigation Faith in Stranger have shown a willingness to work with us on this matter and have provided information when requested.

In terms of ongoing action please continue to use the services available to you, however I am aware that there may be issues with the out-of-hours service this weekend due to officer availability. We are currently working on this.

Regards,

Christopher Brown
Environmental Protection Officer
Thanet District Council
Cecil Street
Margate
Kent
CT10 1XZ

Tel: 01843 577400

e-mail

- christopher.brown@thanet.gov.uk or environmental.health@thanet.gov.uk

On Wed, 21 Jul 2021 at 07:53, Beth Pritchard

> wrote:

Hello Mr Brown

Thank you to you and Amanda for carrying out the sound test yesterday.

I'm so sorry that I got frustrated, that was unhelpful of me. We really appreciate all your work on this and for you taking the time to keep us updated on progress.

We have also taken on board both yours and Amanda's feedback about what is considered a nuisance.

Let's hope that the advice from the sound tests work.

Beth

Beth Pritchard - Written by thumb, sent from my phone (I'm justifying typos) -

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Subject: FW: Faith in Strangers

From: Donna Walker

Date: 26 September 2021 at 19:20:14 BST

To: Amanda Berry <amanda.berry@thanet.gov.uk>

Cc: Beth Pritchard; Georgina Wilson-Powell <georgina.wilson-powell@thanet.gov.uk>

Subject: Faith in Strangers

Dear Amanda,

I am going to fill in a form and send it to you this week, as I know you need that as a formal record too - but I just wanted to let you know now that Saturday night was very bad with the noise and disruption from Faith in Strangers.

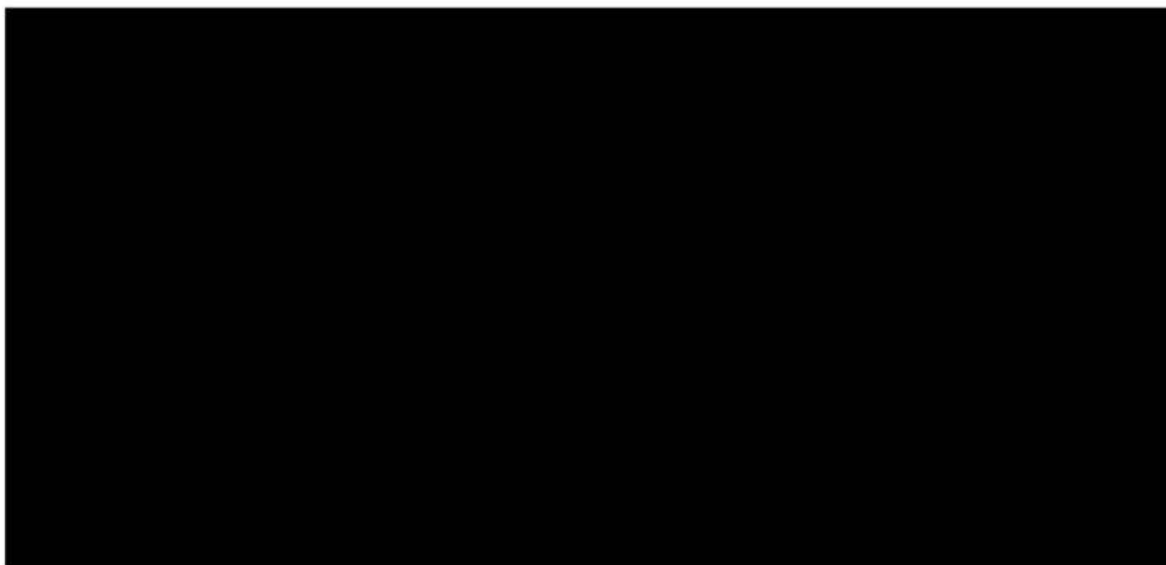
From about 10.30 onwards the music was audible from our flat (flat ■ Cliftonville Court) and it got louder again about 11.30. It was loud enough to disturb our sleep. In addition there was loud shouting from the street - at around 1.25am we were both woken up by a man swearing and shouting. Then the loud music made it hard to fall asleep again.

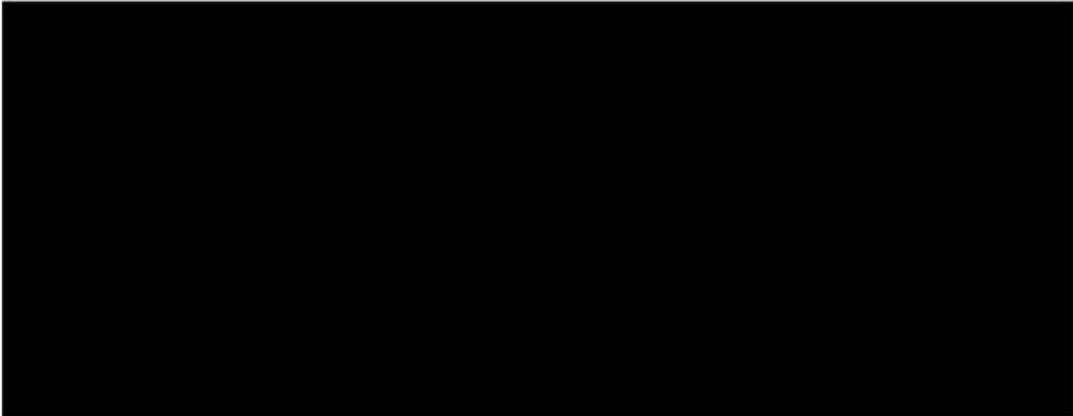
When I left the flat this morning it looked like people had been using our recessed doorway on Edgar Road as a urinal overnight - this is the first time I have encountered this.

Things definitely seem to be getting worse.


Kind regards,

Donna






Donna Walker



<emaillogo.jpg>



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On 6 Sep 2021, at 11:15, Amanda Berry
<amanda.berry@thanet.gov.uk> wrote:

Dear Donna

Thank you for your email.

FIS have been given noise limits which they should not exceed, these have been based on acceptable levels in the nearest affected flat. If these levels are being exceeded then the matter will be taken forward for licence review.

I understand that FIS has an acoustic consultant assessing potential sound insulation improvements.

I have reviewed your complaint and see that you have not returned the log sheet sent to you on 11th August; however, I am giving you access to our services (letter attached) so you can call an officer to witness problems and have noise monitoring equipment installed within your home. These are necessary for any subsequent enforcement action. Do please also return the log sheet.

Kind regards

Amanda Berry

Senior Environmental Health Practitioner

Environmental Protection | Environmental Health | Thanet
District Council | Cecil Street | Margate | Kent | CT9 1XZ

01843 577422

amanda.berry@thanet.gov.uk

*If you are interested in air quality please
visit www.kentair.org.uk for up to date information on latest
pollution levels across the county.*

On Sun, 5 Sept 2021 at 08:26, Donna Walker

wrote:

Hi Amanda,

My husband, daughter, and I live in Flat ■ Cliftonville Court, and we have been avoiding being home at weekends due to the ongoing problems with Faith in Strangers downstairs. However, we were here this weekend and the noise is worse than ever.

On Friday night the music was very loud from around 10.30 onwards and it took us long time to get to sleep.

On Saturday night it was worse. After managing to get to sleep around 10.30, when the music was audible but just about bearable from our flat (3 floors up from FIS), the music then woke us up at around midnight. It was so much louder at this time, and continued like this until around 2.30. None of us got any sleep during this time. At 2.30 we heard people leaving, with loud shouting outside.

The soundproofing FIS say they have installed is inadequate. Prior to FIS taking on the lease of the first floor space, the freeholders got planning permission to turn that space into a residential unit under planning reference F/TH/17/0132, and they ripped out all the old soundproofing from Franks nightclub (which previously had no windows, blockwork walls,

dropped ceilings, no exposed concrete frame etc. - it was essentially a 'box within a box'). FIS then continued to strip out the space, back to the bare concrete aesthetic we see today. The residents who have lived here for a long time confirm that the transfer of noise is so much worse now.

As an architect myself, I am familiar with the detailed acoustic tests that are required for Building Control. Have FIS ever been requested to run proper Airborne Sound Tests to BS EN ISO 140-4:1998 and Impact Sound Tests to BS EN ISO 140-7:1998? And if not, then please can this request be made? I know that the official 'change of use' is a grey area (as it used to be a nightclub in the 1990s, and it is now a nightclub again) but this is a major Building Regulations loophole considering that planning permission was granted for change of use from a nightclub to residential unit in 2017, and building works were undertaken on that basis, prior to the use being changed again back to a nightclub. The exposed concrete frame here makes the noise transfer issues complex, and it would be good to have some detailed figures to interrogate.

We have used a man called Andrew Frisby on our own projects, who is local to the area. Perhaps you could pass his details onto FIS? He can run detailed tests and also offers advice on how to make improvements.

Andrew Frisby
Acoustic Consultant
Mobile:
Office:
Email:
Website: [1](#)

Do please keep us updated on the progress of this issue. We would love to be able to live in our flat in peace at weekends, but as it stands, things are unbearable here - and we will continue to avoid being here as much as possible.

Kind regards,

Donna

Donna Walker


<emaillogo.jpg>

[REDACTED]

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On 9 Aug 2021, at 08:09, Donna Walker

wrote: >

Dear Chris, Amanda,

Just a note to say that Saturday night was much the same as Friday, and we were repeatedly woken up by drunk people leaving FIS and shouting on the street between 12 and 3.

There should not be a nightclub in this location. We were told that FIS was going to be a co-working space with some 'cultural' events in the evenings, like poetry and cinema screenings, and their license was granted on this basis. Their soundproofing is inadequate for live DJs and loud music, and they clearly have no control over people entering and exiting the premises.

Kind regards,

Donna

Donna Walker
[REDACTED]

<emaillogo.jpg>

[REDACTED]

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On 7 Aug 2021, at 09:02, donna walker

wrote:

Dear Chris, Amanda,

I live in Flat [REDACTED] Cliftonville Court, Edgar Road, [REDACTED] from Beth and Georgina in Flat 3, also copied in to this email.

The lower floors of our building bear the brunt of the noise from FIS, though we have been trying to avoid being at home when FIS have events on, planning our holidays and visits to family on those weekends, as we know how bad things can get here and how the noise can travel up through the concrete frame of the building. However, last night we were at home.

I am generally quite a heavy sleeper, and whilst we could hear the music at FIS when we were going to sleep around 10.30pm, we were able to get to sleep. However, at around 3am, there was so much shouting and noise coming from outside that both me and my husband woke up. We were then continually woken up for about half an hour with various drunken groups of people exiting FIS and shouting on the street. We had our windows shut last night so it must have been extremely loud for us to hear it on the 5th floor of the building.

I'm afraid I didn't take any recordings of the noise but I wanted to note it as a complaint with you, so you can continue to build a picture of what the residents here are going through.

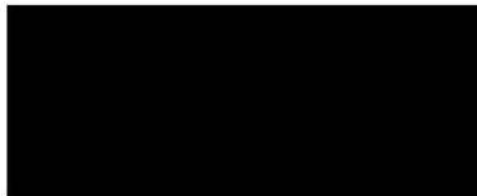
Thanks,

Donna

Donna Walker


<1450700265637.jpg>

...





<FIS.pdf>

3

Christopher Rees-Gay

From: Beth Pritchard
Sent: 2 December 2021 21:39
To: Amanda Berry
Cc: Paddy Whur; Morgan Sproates; Penny Button; Georgina
Subject: Re: Detrimental Impact
Attachments: Combined Cliftonville Court Residents' Complaints.pdf

In total 8 flats made representations to the licence review and more than this had agreed to attend to give evidence.

Two flats stated their children couldn't sleep in their bedrooms due to the music from FIS (one child has severe learning difficulties).

I find it concerning, you do not consider this evidence of detrimental impact.

I attach their comments for reference (noting these were also hand delivered to EH for consideration weeks ago).

In addition, a number of residents were prevented from making complaints either due to errors with the noise app, not having access to the Internet or EH personnel being unavailable. These issues were flagged to EH and a request from the resident association's to discuss wasn't addressed.

Like you, we await legal advice.

Please can you also share details of EH's complaints procedure.

----- Forwarded message -----

From: Amanda Berry <amanda.berry@thanet.gov.uk>
Date: Thu, 2 Dec 2021 at 16:55
Subject: Re:
To: Georgina Wilson-Powell <
Cc: Paddy Whur <paddy@woodswhur.co.uk>, Morgan Sproates (Regulatory Services Manager) <morgan.sproates@thanet.gov.uk>, Penny Button (Director of Neighbourhoods) <penny.button@thanet.gov.uk>

Hi Georgina

I did try calling Paddy earlier, I am sincerely sorry and realise how much the review meant to you and Beth. For the reasons set out in my previous email, that is, the music being played within FIS is not at an unreasonable level for a licensed premises, in fact they are operating at around 80dB which is exceptionally low and thereby indicates that they are not being irresponsible nor unreasonable given their lawful planning and licensing consents. The evidence gained during our investigation also shows that while we can show a detrimental impact from music to Flat 3 we can not for any other flat, therefore we can not show community impact either.

I realise my clarification won't ease how you are feeling and I regret that I'm not in a position to offer any assurances going forward without obtaining further legal advice.

Kindest regards

Amanda Berry

Senior Environmental Health Practitioner

Environmental Protection | Environmental Health | Thanet District Council | Cecil Street | Margate | Kent | CT9 1XZ

01843 577422

amanda.berry@thanel.gov.uk

If you are interested in air quality please visit www.kentair.org.uk for up to date information on latest pollution levels across the county.

On Wed, 1 Dec 2021 at 19:50, Georgina Wilson-Powell <georgina.wilson-powell@thanel.gov.uk> wrote:

Amanda,

I know you've already spoken to Beth, but personally, I'm so beyond dismayed, I don't even know where to start.

Having had to leave a meeting in the middle of my working day in London to deal with the fall out from this decision, I'm now going 'home' to a flat where the noise is already driving Beth out of the door at 6.30pm.

Their noise and business model is destroying our lives, our home and our mental health. I don't know how many times I have to express this is pushing me to breaking point where my health and my business is suffering - when at the same time we are being told there are 'errors' in your case.

We are already £3K down in costs plus the fact we are having to rent another home from 1 Jan because we cannot cope with the unreasonable levels of noise from FIS.

And now we have seemingly have no real time support - inc no witnessing from Environmental Health and we're in a worse position, with an emboldened venue - who are making a profit on our misery, anxiety and driving us literally out of our homes.

I'm sorry but this is not ok.

--

Georgina Wilson-Powell ||

[PORTFOLIO HERE](#)

ae.linkedin.com/pub/georgina-wilson-powell/5/967/675/

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Georgina Wilson-Powell ||
tter & Instagram

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ae.linkedin.com/pub/georgina-wilson-powell/5/967/675/

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Georgina Wilson-Powell

PORTFOLIO HERE



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Christopher Rees-Gay

From: Beth Pritchard
Sent: 6 December 2021 12:20
To: Paddy Whur; Georgina
Subject: Update

Hello Paddy

I just wanted to share this with you.

FIS turned up the volume on Wednesday evening after which George and I went to stay with her Mum on the assumption that the venue would be newly emboldened.

Our fears were warranted. Below is from a neighbour on the top floor (4 storeys up) confirming Saturday night would have been unbearable if we'd stayed at home.

I try very hard to be measured, but I am finding it increasingly difficult and am currently on the verge of tears.

Put simply we are being forced out of our home and we have a near worthless flat with a mortgage to pay.

I'm saying this because I am so incredibly upset that Thanet and FIS have put us in this situation.

I feel like we undoubtedly are 'in the right' but am concerned that Thanet Council could have prejudiced the case and FIS will out manoeuvre us.

Beth first of all, and just as important, how are you and George, it's so unnerving.

Yes of course I will support you wholeheartedly. X

Incidentally, on Saturday night they really turned it up, almost like a celebratory salvo. Anyway, keep me posted. Jackie X

1999

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Christopher Rees-Gay

From: Georgina Wilson-Powell
Sent: 15 December 2021 21:39
To: Amanda Berry; Morgan Sproates (Regulatory Services Manager); Paddy Whur; Beth Pritchard; Cliftonville Court RA
Subject: Noise disturbance Faith In Strangers

Dear Amanda,

I'm writing to inform you of noise disturbance from Faith In Strangers on the third Wednesday in a row. It is only 9.20pm and we can hear so much music we cannot watch the film we just bought, neither can we go to bed, have a bath or anything else normal on a Weds night at home.

On the last 2 Weds the noise has resulted in us leaving our flat to stay with relatives (I have had to spend the last 10 days with my elderly mother to get away from the noise at home). As you will recall, the first time we experienced noise from FIS on a Weds was 2 weeks ago after you told them you did not consider them a nuisance. This is despite 8 flats putting in complaints and us working with you for 8 months to record noise disturbance both in person and via equipment.

The nuisance has now increased to every Weds - in addition to the Thurs, Fri and Sat nights we have previously advised you of - meaning over 50% of our nights are now disturbed by the venue's music - thanks to being emboldened by EH's inaction and lack of duty of care towards the residents and families in this building.

Our neighbours have reported that the last 2 Saturdays have been the worst they have experienced in 2021 (to reiterate we have been staying with family because we've been driven out of our home). To be clear these are the same neighbours EH have declined to meet in a resident's association meeting, that have been blocked from accessing the noise app and who do not have witness support from EH.

It is unsustainable for our mental and physical health to remain in our home so we are having to rent another home at great cost from 1 Jan 2022 which we will be looking to TDC to cover.

I note that you did not respond to Beth to share your complaints procedure on 2 December and have declined to share further evidence of noise nuisance.

It feels entirely at odds with your dept's assessment (that FIS' noise is affecting our health) that no help is being offered from your dept to residents. More and more hurdles are being presented to us to get FIS to stop their noise nuisance.

Quite honestly I'm at a loss at how dealing with EH and TDC can be so stressful for the residents who are so clearly not at fault while the business making the noise can carry on week after week making a profit at our expense and health.

Because of the route EH has decided to take, I will be sharing our case with Thanet press and local MP Craig Mackinlay is taking a personal interest in this case.

Please share your complaints procedure with me ASAP.

Best

Georgina

Georgina Wilson-Powell

PORTFOLIO HERE



6

Beth Mortell

From: Beth Mortell
Sent: 9 February 2022 14:20
To: Beth Mortell
Subject: FW: Noise
Attachments: Video.mov

From: Beth Pritchard <hello@faithinstrangers.co.uk>
Date: 15 December 2021 at 22:35:55 GMT
To: Faith In Strangers <hello@faithinstrangers.co.uk>
Cc: Amanda Berry <amanda.berry@thanet.gov.uk>, Georgina <morgan.sproates@thanet.gov.uk>, Morgan Sproates <morgan.sproates@thanet.gov.uk>
Subject: Noise

Hello

I just tried to ring reference the noise we are currently experiencing.

We would like to go to sleep however that is impossible due to the music we are hearing.

For reference, attached is a video of our DB reader taken a few moments ago recording the sound of music from your sound system and party.

Please would you turn the volume down so we can go to sleep.

Kind regards

Beth

Beth Pritchard - Written by thumb, sent from my phone (I'm justifying typos) -

7

Beth Mortell

From: Beth Mortell
Sent: 9 February 2022 14:18
To: Beth Mortell
Subject: FW: Noise disturbance

From: Georgina Wilson-Powell <hello@faithinstrangers.co.uk>
Date: 16 December 2021 at 22:57:22 GMT
To: Faith In Strangers <hello@faithinstrangers.co.uk>
Cc: Amanda Berry <amanda.berry@thanet.gov.uk>, Beth Pritchard <Morgan.Sproates@thanet.gov.uk>, "Morgan Sproates (Regulatory Services Manager)" <Morgan.Sproates@thanet.gov.uk>
Subject: Noise disturbance

Dear Richard and Jeremy,

Please turn down your music. We are registering 50Db in our flat, we are unable to sleep, watch TV or anything else.

We can hear every song lyric - right now you're playing Bob Marley - Could You Be Loved.

Please turn it down.

--
Georgina Wilson-Powell ||
+
[PORTFOLIO HERE](#)



**Check Out My Book
Out Now**



8

Beth Mortell

From: Beth Mortell
Sent: 9 February 2022 16:17
To: Beth Mortell
Subject: FW: Noise disturbance Faith In Strangers

===== Forwarded message =====

From: donna walker
To: "Beth Pritchard", "Amanda Berry" <amanda.berry@thanet.gov.uk>, "Morgan Sproates" <Morgan.Sproates@thanet.gov.uk>, "cllr-alancurrie" <cllr-alan.currie@thanet.gov.uk>
Cc: "Geordina Wilson-Powell" <gm>, "sam"

Date: Thu, 16 Dec 2021 08:11:33 +0000
Subject: Re: Noise disturbance Faith In Strangers

===== Forwarded message =====

I was just drafting this email as Beth's email below landed.

Dear Amanda,

Luckily we weren't at our flat last night, as the music was louder than ever, with measurements of 37dB taken in our flat past 11pm.

The noise used to be on a Friday and Saturday only, but now we are expected to suffer on a Wednesday (and likely Thursday night) too. The behaviour of Faith in Strangers is out of control - the music is being played at a higher volume than it used to be, far exceeding the levels set by EH. They seem to think they are untouchable, and your recent actions are the cause of this.

We are back home on Friday and are bracing ourselves for a terrible few nights of sleep.

I would remind you that as our Environmental Health officer you are duty bound to take formal action if a noise is deemed to be a statutory nuisance, which this clearly is, for multiple residents within the block. And yet you appear to be taking no action at all.

If more evidence is required to strengthen your case, then why aren't officers coming out to witness the noise? Why isn't sound recording equipment being installed in multiple flats? What is happening?

We are all feeling extremely let down by the people and systems which are meant to be there to protect us.

Kind regards,

Donna

Donna Walker
Architect / Director



----- On Thu, 16 Dec 2021 08:04:07 +0000 **Beth Pritchard**

<[redacted]@[redacted].[redacted]>:te -----

Hello

For reference I took a DB reading from flat [redacted] at 23.37 last night that was hovering around 37db (copying in Donna Walker, the resident of flat [redacted] who was away last night (Donna left keys with us)).

That is as loud as the measurement taken from our flat on the 3rd floor (I.e. two floors below) the night you left recording equipment and issued an abatement notice.

Needless to say in our own flat we were measuring well above 40db most of the night.

This is absolute madness. Please, please, please, please will you help us sort this mess out. We need support from you and for officers to come and witness what is going on across the affected flats.

Kind regards

Beth

Beth Pritchard - Written by thumb, sent from my phone (I'm justifying typos) -

On 15 Dec 2021, at 21:39, Georgina Wilson-Powell
<[redacted]@[redacted].[redacted]> wrote:

Dear Amanda,

I'm writing to inform you of noise disturbance from Faith In Strangers on the third Wednesday in a row. It is only 9.20pm and we can hear so much music we cannot watch the film we just bought, neither can we go to bed, have a bath or anything else normal on a Weds night at home.

On the last 2 Weds the noise has resulted in us leaving our flat to stay with relatives (I have had to spend the last 10 days with my elderly mother to get away from the noise at home). As you will recall, the first time we experienced noise from FIS on a Weds was 2 weeks ago after you told them you did not consider them a nuisance. This is despite 8 flats putting in complaints and us working with you for 8 months to record noise disturbance both in person and via equipment.

The nuisance has now increased to every Weds - in addition to the Thurs, Fri and Sat nights we have previously advised you of - meaning over 50% of our nights are now disturbed by the venue's music - thanks to being emboldened by EH's inaction and lack of duty of care towards the residents and families in this building.

Our neighbours have reported that the last 2 Saturdays have been the worst they have experienced in 2021 (to reiterate we have been staying with family because we've been driven out of our home). To be clear these are the same neighbours EH have declined to meet in a resident's association meeting, that have been blocked from accessing the noise app and who do not have witness support from EH.

It is unsustainable for our mental and physical health to remain in our home so we are having to rent another home at great cost from 1 Jan 2022 which we will be looking to TDC to cover.

I note that you did not respond to Beth to share your complaints procedure on 2 December and have declined to share further evidence of noise nuisance.

It feels entirely at odds with your dept's assessment (that FIS' noise is affecting our health) that no help is being offered from your dept to residents. More and more hurdles are being presented to us to get FIS to stop their noise nuisance.

Quite honestly I'm at a loss at how dealing with EH and TDC can be so stressful for the residents who are so clearly not at fault while the business making the noise can carry on week after week making a profit at our expense and health.

Because of the route EH has decided to take, I will be sharing our case with Thanet press and local MP Craig Mackinlay is taking a personal interest in this case.

Please share your complaints procedure with me ASAP.

Best
Georgina

--
Georgina Wilson-Powell ||
@Georgina_hc
PORTFOLIO HERE

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Good evening,

Hope you are well, during December and previous months Faith in strangers have continuously played loud music throughout night times into early mornings, allowed customers to scream and shout in the toilets at all hours and have dismissed our attempts to resolve this matter. Loud volumes of music have caused my partner, 2 year old son and myself to lose much needed sleep. My son needs routine and due to having sleepless nights when faith in strangers are open this then has a knock on effect for the following week. On many occasions my son has been frightened as result of screaming and shouting from drunk customers. Also, whilst customers are leaving the establishment they are drunk and come onto the car park shouting. When confronting them and politely asking them to keep the noise down my partner and I have been faced with aggressive verbal abuse. As this cycle keeps repeating itself weekly, we have no other option but to move from our home.

I really hope that all of our experiences are listened to so that new tenants do not have to go through the same as us all.

kind regards

Charlene Bryant

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Christopher Rees-Gay

From: Georgina Wilson-Powell
Sent: 26 January 2022 18:22
To: Paddy Whur, Beth Pritchard
Subject: Fwd: We're reopening this Sat 29th Jan.

Hi Paddy

See below - FYI. DJs booked in 2 days a week every weekend through Feb and the video of everyone dancing/it being a nightclub! This is what's directly underneath our bed.

----- Forwarded message -----

From: Faith In Strangers <hello@faithinstrangers.co.uk>
Date: Wed, 26 Jan 2022 at 12:10
Subject: We're reopening this Sat 29th Jan.
To: *

Sat 29th Jan 2022

We're reopening this Saturday from 18:00, come join us as we warm up the amp valves and get you ready for the Margate roaring 20's.

Reserve or walk in

The Faith In Strangers kitchen is coming soon, but until then, reserve for an evening aperitif before dinner then join us for a dance and a long evening of curated music by our resident and guest selectors. You can reserve your table [here](#) or just walk in.

RESERVE |

Winter Warmers // Feb 2022

We have a selection of our favourite local resident DJ's for your listening pleasure. These eclectic record collectors will spring any and everything from disco dancefloor stompers to synthy psychedelic dreamers.

2022 will see us continually shaping and developing our cocktail menu, such as introducing our Barrel-Aged Negroni.

What's On |

Upcoming events



Itchy Rich // Sat 29th Jan

Rich is a veteran of the UK and European festival scenes, regularly playing at Love International, Glastonbury, Houghton, Gottwood as well as being the co-creator of the infamous "Labyrinth" stage at The Secret Garden Party and a programmer for Wilderness.

See what's on



Jaw G // Fri 4th Feb

Jaw-g's sound spans eclectic electronica, jazz, space funk, deep house and techno. Her monthly shows on Margate Radio feature fresh sounds from dance music's underground, and she also puts on Femme Fiesta, a female (em)powered party, with Margate DJ Katya.

See what's on



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You can update your preferences or unsubscribe [from this list](#).

Our mailing address is:

Faith In Strangers

Elthambert Crescent

Coltswall, ME19 2NY

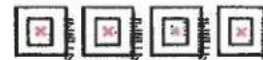
United Kingdom

© Faith In Strangers 2022



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Georgina Wilson-Powell

Hi Georgina,



Sign up to our weekly issue [HERE](#) for
some [#EverydayActivism](#).
[Download](#) our new Sustainable Skincare ebook



11

Message from resident in Flat 1 to Clifton Court Residents' Association sent on 29 January 2022. This was in relation to the first night FIS was open since before Christmas.

yesterday

Rosie Flat

Sorry everyone about the late message but omg I'm fuming at the bloody music from under us!!

23:25

My boys bedroom is thumping and it's never been this bad! Can't deal with this, it's never been this loud and normally I can barely hear it but as soon as I walk into my hallway it's thumping through my flat! Im on the 4th floor as well, surely that's taking the piss now! Absolutely fuming

23:27

I don't know about any of you guys in this building but I've had enough.. My floor is vibrating, I wanna cry it's getting that bad and it's not fair on my boys considering we can't afford to move, I'm so upset tonight guys, so sorry again for the late messages

23:31



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Christopher Rees-Gay

From: Cliftonville Court RA <
Sent: 30 January 2022 11:46
To: Paddy Whur
Cc: Georgina Wilson-Powell; beth_pritchard@mac.com
Subject: Re: Faith in strangers

Hello Paddy

Please see below for more detail on Rosie's experience last night. The situation is heartbreaking.

Beth

On Sun, 30 Jan 2022 at 11:10, Rosie-Mae Deal <

wrote:

Flat , 4th floor
Faint In Strangers
Noice complaint

Hello, I'm emailing you due to the noise complaint that has been going on for a while now. I am on the 4th floor which the music isn't that bad normally as I'm pretty high up but last night was unbearable! It was that bad I sat crying in my own home knowing I can't do anything about this ridiculously loud music thumping through my flat waking my children up, upsetting my little boy which has autism so his very sensitive to sounds.

This isn't fair now.

I can't afford to move as I'm a single mother and I've worked very hard to get where I am, last night I sat crying my eyes out thinking I'm going to have to deal with this music for how long?

I struggle very bad with my mental health and my home is where I should be able to hide away, feel safe and be at peace.

Not sitting with my child at 1am-2am while his screaming holding his ears in absolute terror as he can't handle the music thumping through his bedroom (which is directly above the bar)

Yes I understand they're will be music but it's never been as bad as last night I was even more so tempted to call the police.

I tried calling the club many times, no answer. I have even emailed just to be reasonable and explain my child is upstairs has autism and he shouldn't have to deal with this so late at night it's not fair.

Surely there must be something that can be done as I have rights as well as Faith In Strangers, as it seems to be one way at the moment and leaving me and many others in this building.

Hope something gets sorted sooner,
Rosie-Mae deal

cliftonville court Edgar Road
30/01/2022
Sent from my iPhone

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Re: FW: Faith in Strangers Reopening

Cliftonville Court RA <
To: Cliftonville Court RA

Wed 2 Feb, 05:21

Email from top floor resident

From: Jackie Davies
Sent: 30 January 2022 16:35
To: amanda.berry@thanet.gov.uk
Subject: Faith in Strangers Reopening

Dear Ms Berry

Last night from 10pm – to the early hours of the morning, the noise from Faith in Strangers was horrendous. It built up and up and up throughout the night. There was horrible thudding throughout my flat that made sleep impossible.

It was such a bad night that I overslept and missed Mass this morning which distressed me greatly.

I contemplated calling the police, however, on advice of my niece who works for the police, she advised that the only recourse was to contact Environmental Health. Accordingly I am pleading with you to please help us and prevent this continuing to happen regularly.

I live on the top floor, in the middle, I am in my 80s and this affecting my health. I have been avoiding staying in the flat, and had extended my Christmas with family in Wales because of the noise situation in December. It is shocking to find on my return, that the situation is worse and that we are being subjected to this nuisance.

For reference, I lived in the building when Franks nightclub was open, the noise last night outstripped anything I had previously experienced by a massive margin.

Yours sincerely

Jacqueline E.T. Davies

Sent from [Mail](#) for Windows

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Message response from FIS to Ms Deal on 2 February 2022. The response was after Ms Deal complained on Saturday 29 January 2022 that her toddler was terrified due to the noise and pleaded with FIS to turn the music down.



2 Messages



Re: Regarding the music.

Dear Ms Deal,

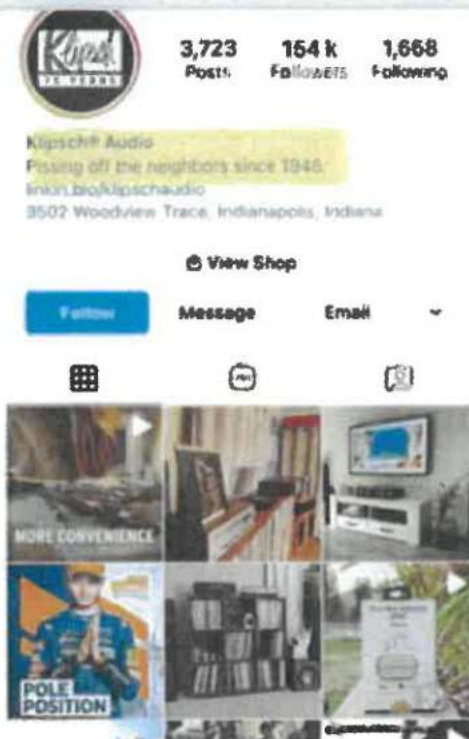
Thank you for your email.

The issue that you refer to in your email is currently subject to legal proceedings, with the hearing date set for the 17th of February. Until these proceedings reach a conclusion, we are under counsel advise not to correspond directly with residents of your block.

Best wishes,

Faith In Strangers Ltd

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30th July Instagram marketing



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STATEMENT:

By Donna Walker, Flat 1 Cliftonville Court

My husband and I, and our 4 year old daughter, live in Cliftonville Court, three storeys above Faith in Strangers.

Rather than focus on the impact on our lives, which is very similar to the others living here who you have heard (or will hear) speak today, there are two key issues which I would like to draw your attention to.

One is in relation to soundproofing and the historic use of the building, and the other is in relation to noise levels.

Faith in Strangers inhabits part of the old Franks Nightclub, which closed in the early 2000s. Four of the 12 flats within our building have been in the same ownership for more than 20 years, and so we know that the levels of noise we are all experiencing today are far greater than the levels of noise historically generated by Franks.

This is because the soundproofing measures which Franks nightclub had installed were all removed.

My husband and I (who are both architects) walked around Franks in 2016, and we have photographs from that day. At that time, the space was derelict and parts of the ceiling had collapsed due to water damage, and so we could see the historic fabric of the building laid bare.

Firstly, Franks nightclub had no windows at all. They chose to block up all of the original window openings, and enclose the roof terrace, with dense blockwork.

Nightclubs do not generally have windows as glass cannot stop the passage of sound in the same way that a solid wall can. By contrast, Faith in Strangers interior is light and bright, with large windows and sea views. Their speakers are located within the largest of these windows, directly underneath the front façade of our flat.

Furthermore, the ceilings and walls within Faith in Strangers have also been stripped of their historic soundproofing measures.

Franks had a suspended ceiling throughout, dropped by around half a metre from the floor slab above, with substantial amounts of sound insulation and dense plasterboarding. Similarly, the walls and columns were boarded out with sound insulation all around, meaning sound could not travel and vibrate up through the structure of the building. Today, this concrete structure is fully exposed, giving the interior its aesthetic character - with concrete columns and floor slabs clearly visible throughout.

I also want to touch briefly on noise levels. The World Health Organisation states that sleep disturbance occurs at noise levels above 30dB. The noise

within our flat, which is 3 storeys up from the venue, regularly reads well above this when measured on a noise app, and this has a detrimental impact on our ability to sleep.

Faith in Strangers did propose some soundproofing as part of their planning conditions sign-off which can be seen in Annex 1. The drawing here states that the soundproofing to their ceiling will reduce the noise by 120 – 140dB. This clearly has not worked as intended. If sound was successfully reduced by this amount, then the flats above would hear no noise at all.

As an architect who knows the basics of soundproofing, this is no surprise to me, as soundproofing just a part of a ceiling alone will never block the transfer of noise. For effective soundproofing, you have to create a sealed 'box within a box' where all of the internal linings are physically separated from the external structure of the building.

There have been no offers made by Faith in Strangers to try and improve the soundproofing of their premises.

Furthermore, it should also be noted that despite Environmental Health setting what they deemed to be acceptable levels for music some time ago, these levels have been consistently ignored, and in recent months the volume of music has got louder than it ever has been before.

I believe Faith in Strangers have two choices – one is to revert to their original business plan, as outlined in their planning submission, of being a co-working space by day, with quieter arts and cultural events in the evenings – something which all of the residents here would support. The other is to install extensive soundproofing, which would include blocking up their windows and removing their sea views, which would then enable them to be a late night music venue. As it currently stands, their nightclub usage at weekends is incompatible with the space that they occupy, and also incompatible with the residential block of flats directly above.

END

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Removal of Soundproofing

Frank's, top three photos of the venue when it was Frank's. Notice the bricked up windows, separated rooms and suspended ceilings:



Faith in Strangers modifications (taken from FIS' Instagram): notice the removal of the suspended ceiling, gaps added in the ceiling for air-con units and panoramic glass. The concrete ceiling in the 'now' photograph is where FIS and Cliftonville Court share a ceiling / floor:



