

Complaint Record Sheet- complaints received

Event: AVA, Boucher Playing Fields

**23.09.2021 Sound test**

SRU	Received	Type	Address	Action/ Noise levels recorded/subjective notes
558637	16:24 via email to EHS	Complaint re Loud music from sound test	Thornhill, Malone	Complainant wished to log complaint regarding excessive noise and frequency of events.  Complainants details passed onto BC on 23.09.21  Visit carried out to complainant's property at 17:23 – no music audible at time of visit
558638	16:31 via email to EHS	Complaint re Loud music from sound test	Cairnshill Avenue	Advice given on sound test and times of event. Provided with contact for NTNT should excessive noise be witnessed during event.

**24.09.2021 Day 1 of event**

SRU	Received	Type	Address	Action/ Noise levels recorded/subjective notes
558754	13:13 via email to EHS	Complaint re Loud music from event	Deramore Park	Complainant wished to log complaint regarding music noise.  Complaint followed up by NTNT at 20:30 – complainant stated they were satisfied that noise levels had reduced.
558741	14:25 via email to EHS	Complaint re Loud music from event	Osbourne Gardens	Complainant wished to log complaint regarding excessive noise and frequency of events.  Complainants details passed onto BC on 27.09.21

558768	14:56 via email to EHS	Complaint re Loud music and bass beat from event	Lisburn Road	Complainant wished to log complaint regarding music noise and thumping bass beat.  NTNT followed up at 20:42 when complainant advised that noise levels had been reduced – no visit requested.
558780	20:02 via noise hotline	Enquiry re finish times	Upper Malvern Park	Wished complaint to be logged regarding loud music from AVA.  Advice given. Advised her enquiry would be passed to BCL.
558993	20:23 via EHS email	Complaint about noise	Bladon Park	Complaint about repetitive beats coming from Boucher Road area.
558598	20:35 via EHS email	Complaint about noise	Glencregagh Road	Complaint about bass beat from event at Boucher Road.
558782	20:37 via noise hotline	Complaint re loud music	Glencregagh Drive	Comp wished to register her disapproval of the event.  Advice given.
558783	20:55 via noise hotline	Enquiry re finish times	Cairnburn Gardens	Complaint regarding loud music at Ava festival. Just wanted to log complaint but more to enquire when concert was licenced until.  Advice given.
558784	21:00 via noise hotline	Complaint re loud music	Piney Lane	Complaint about loud music from AVA.  Visit made at 21:37 - NT witnessed audible music while at facade of comp's property, indicative SLM showed 44dB(A)

558975	21:07 via EHS email	Complaint about event noise	Knightsbridge Park	Complaint regarding loud music and banging most of the day. Can be heard over TV.
558785	21:08 via noise hotline	Enquiry re event	Knockbreda park	Complaint regarding loud music at Ava festival. Just wanted to log complaint but more to enquire when concert was licenced until.  Advice given.
558981	21:11 via EHS email	Complaint re loud music	Baronsgrange Rise	Complaint re excessive noise late at night. Also enquiring as to why this event is permitted.
558984	21:12 via EHS email	Complaint re loud music	Cairnshill Road	Complaint that levels of noise too loud and too late at night.
558786	21:18 via noise hotline	Complaint re loud music	Thornhill, Malone	Complainant requested visit due to excessive noise.  Visit carried out at 22:05 - NT witnessed audible music while at the facade of comp's property, indicative SLM showed 47dB(A)
558787	21:33 via noise hotline	Complaint re loud music	Cairnshill Avenue	Complaint regarding loud music at Ava festival. Angry at noise levels, specially living so far away from event.  Advice given
558789	21:50 via noise hotline	Enquiry re event	Ballyrussell Road	Just wanted to log complaint but more to enquire when concert was licenced until.  Advice given.

558790	22:13 via noise hotline	Complaint re loud music	Carnbrae Avenue	Complainant being disturbed by loud music, coming from Ava Festival.  Advice given.
558916	22:13 via EHS email	Complaint re loud music	Castlehulme Gardens	Noise from AVA is so loud it is preventing sleep.
558791	22:20 via noise hotline	Enquiry re event	Belvoir Park	Enquiry as to finish times.  Advice given.
558794	22:21 via noise hotline	Anonymous complaint	Four Winds Area	Complaint left on VM re loud music – no contact details provided.
558793	22:20 via noise hotline	Enquiry re event	Cairnshill Road	Complainant unsure of noise source but loud bass beat all around in distance. Complainant just wanted to lodge complaint.  Advice given
558795	22:25 via noise hotline	Complaint re loud music	Palmerston Road	Complaint about loud music from AVA event.  Advice given

**25.09.2021 Day 2 of event**

SRU	Received	Type	Address	Action/ Noise levels recorded/subjective notes
558827	18:14 via noise hotline	Anonymous complaint	Hollywood Area	Complaint about AVA event on VM. No contact details provided

558826	18:55 via noise hotline	Cllr enquiry re event	Lisburn & Castlereagh City Council Area	Enquiry as to duration and licensing of event. Advice given.
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