

A U T O G R A P H

100 Wardour Street
Noise Statement for Licence
Hearing

Introduction to Autograph

The Autograph Group, based in London and New York, comprises Autograph Sales, Autograph Sound, and Autograph A2D; three companies whose combined professional audio experience is unmatched worldwide. Formed in 1973 by leading sound designer Andrew Bruce, the Autograph name has become synonymous with outstanding audio professionalism.

The group has been responsible for designing and supplying sound systems for the most prestigious venues and productions; these include international musicals - (*Les Miserables, Cats, Mamma Mia, We Will Rock You, Chitty Chitty Bang Bang, Jersey Boys, Wicked, The Lion King, Book of Mormon, Charlie and the Chocolate Factory, Aladdin and Harry Potter*) corporate events - (*BUPA, Merrill Lynch, Twickenham Experience*) and permanent installations and systems for concert halls - (*Guildhall School of Music and Drama, Barbican, Perth Concert Hall, Royal Academy of Music*), theatres - (*Royal Shakespeare Theatre, Royal National Theatre, English National Opera, The Alhambra*), houses of worship - (*Kerith Centre, St Pauls Covent Garden, Shree Swaminarayan Mandir London*), Educational - (*University of York, Latymer Upper School, Bedales, St Pauls Girls School, Ibstock Place*) and a host of other diverse clients including *The Drink Factory, Ministry of Defence, BBC, London Metal Exchange, BP and Goldman Sachs*.

Our consultancy, design and engineering expertise is employed by a variety of clients from a wide range of backgrounds – the ability to provide fair, unbiased advice and a thorough technical understanding has always been a key part of our service.

Autograph personnel are all world-class experts in their field; with the addition of a regular and loyal pool of the best freelance talent in the audio industry, we are always able to keep a project in-house, rather than subcontracting to others.

This, and our personal ambition to produce the best possible results, guarantees a level of service that is never less than excellent.

Autograph Sales and A2D are proud to be exclusive and approved distributors for various industry standard pro audio brands in the UK and USA respectively; our product portfolio includes some of the names that have, over the last three decades, changed the standard of live and recorded sound forever.

Our track record and reputation allows us a very close working relationship with almost every manufacturer of professional sound equipment, ensuring that we can offer a complete package and comprehensive support for our clients. As engineers and designers, we are constantly working with major manufacturers to improve and evolve their products, in order to provide the industry with the tools it requires.

1. Qualifications & Experience

- 1.1. I am Euan Dale Mackenzie and I am a Technical Audio Engineer (Military and Government Specialist) at Autograph Sales Limited.
- 1.2. I am a certified Senior Technician (SenTechInstSCE) with the Institute of Sound and Communications Engineers.
- 1.3. I have worked in the field of Audio for over fifteen years. I have worked for Autograph Sales Limited for six years as a Technical Audio Engineer.
- 1.4. My role at Autograph includes design, project management, and commissioning of commercial audio, and control systems in a wide range of venues including theatres, concert halls, bars, clubs, education, and houses of worship.

2. History

- 2.1. D&D London approached Autograph in August 2018 to put together a proposal for a new basement sound system.
- 2.2. The primary objective of the brief from D&D was to ensure noise from the sound system was inaudible in neighbouring residences. The secondary objective was to improve audio quality within the venue.
- 2.3. A temporary system was supplied by Autograph and limiter settings were set with John Crockford's input. This system would remain in place until the new system was ready to be used, except for the period that the demonstration system was in place.
- 2.4. Autograph put together our recommendations for the new d&b Audiotechnik sound system and an on-site demonstration of the proposed system took place on March 5th 2019.
- 2.5. The demonstration confirmed the suitability of the (now installed) d&b Audiotechnik system.
- 2.6. The new installation was carried out between April 8th and April 26th 2019. During this time the settings of the installed limiter remained unchanged.
- 2.7. On the 2nd of May new limiter settings were set in accordance with the WCC's requirements. After the settings were applied a new password known only to Autograph was applied to the system so that no further changes can be made.

3. New Sound System Specifics

- 3.1. In Ear Monitors for stage performers in the basement have been increased from one set to five sets. These are worn by the performers in a similar way to headphones. The effect of the Ear Monitors is to reduce the reliance on loud speakers on stage, and in addition will reduce the overall volume on the stage. The old system relied on only one In Ear Monitor, and all other performers required stage monitors.
- 3.2. The new stage monitors we have supplied will be powered by new DSP (Digital Signal Processing) amplifiers. All amplifiers are permanently installed off-stage and are in a passcode locked room. These amplifiers allow Autograph to set the overall volume of which these speakers are capable during commissioning, in line with the Council's requirements and limiter level settings. These levels will be password protected by Autograph, and neither the venue nor performers will have access to make changes.
- 3.3. Unlike the amplifiers in the previous system, there are no physical controls available on the upgraded, new amplifiers, other than the power switch.
- 3.4. All stage input connections to the new stage monitors are controlled by the settings applied to the amplifier. The input connections are hard-wired to the amplifier, and therefore cannot bypass the amplifier and the volume limit settings applied to it.
- 3.5. All offstage speakers in the basement are powered by the same password protected amplifier type and will be limited by the sound system processor.
- 3.6. A new password for the sound system processors is now held securely by Autograph. Autograph will change and keep secure the password which may be changed if and when deemed appropriate.
- 3.7. For the avoidance of doubt, all inputs to the sound system must travel through the sound system processor, and the limiter settings agreed with the Council during commissioning. This includes any DJ desks.
- 3.8. If the power is cut to either the limiter, or amplifiers no sound would be output from the sound system.

- 3.9. The loudest speakers in the basement sound system are the main speakers to the left and right of the stage. The new speakers have a more controlled, narrow dispersion which helps contain volume levels within the space and lowers the required volume level overall. The old speakers covered a wider area preventing more accurate containment of sound levels.
- 3.10. The new main left and right speakers are also mounted at an angle so that the loudest audio is directed away from the structural columns. This was not the case with the previous left and right speakers and this might have contributed to increased noise bleed.
- 3.11. The new main left and right speakers employ a design that reduces the noise they create directly behind the speaker, across a wide frequency range. This reduces the potential vibration of the column directly behind the speaker.
- 3.12. Where new speakers have been mounted to the ceiling, anti-vibration mounts have been used. This type of mounting was only used on some of the old speakers.
- 3.13. All new subwoofers are mounted on Isolation platforms.

Dear Michelle,

I write on behalf of the applicants. I thought it would be helpful to update Members prior to the hearing on the current situation, as it has been 2 ½ months since the licence review was initiated.

We are all long-term residents of Soho Lofts. Following many years of noise nuisance from music emanating through the structure of the premises from the licensed premises below, and the failure to resolve the issue, we felt we had no option but to initiate a review.

The supporting documentation for the review includes statements from each applicant; a statement from another resident; and supporting correspondence from the Soho Society and ward councillors. During the consultation period, a number of representations were received from other local residents in support of the review. Some of these representations focused on wider issues with the operation of the premises. Environmental Health and the licensing authority have also supported the review.

Our review application concluded by stating that we are happy to work with the premises licence holder, 100 Wardour Limited, and the Environmental Health Consultation Team during the licence review process to secure a workable solution to the issues. We are disappointed that instances of noise nuisance have continued since the review was initiated (see timeline attached). Nevertheless, we readily agreed to another round of noise testing by both the licence holder and WCC, which took place on 2.5.19.

However, given the unfortunate history of noise testing taking place, noise limiters being set etc only for the noise to reoccur we are not assured that a permanent, lasting solution has been reached at this time to ensure inaudibility permanently going forward.

There have been instances of noise nuisance following the initiation of the review, and following the installation of the new sound system which we were told took place by 22.4.19.

I should be grateful if you would distribute this summary to the relevant parties and to the Licensing Sub-Committee.

Kind regards,

David Steele (obo of applicants)

Timeline:

(DS = [REDACTED], LM = [REDACTED], AG = [REDACTED]).

1.3.19 - review served.

18.3.19 – DS noted that *'Music has got a little louder strangely enough since Application went in. They have a DJ in Saturday afternoon who is also turning music up a bit. Tried to record it, but not quite loud enough to get good recording. I had a friend over, she could really hear it.'*

18.3.19 – LM noted that *'I have heard music on Friday nights for the last 2 weeks - not loud enough to complain about but loud enough to be heard! Usually between 11 and midnight. Funnily enough, we haven't noticed anything on Saturdays.'*

22.3.19 – AG noted that *'It's Friday 22nd, 23.49 hours, and it is the loudest it has been all year. Awful heavy base. Impossible to sleep.'*

23.3.19 – LM noted that *'I went to bed very early with sleeping pill because we are travelling this morning, but I made a note at 22.07 that there was very loud thumping. I was lucky enough to drop off after that!'*

25.3.19 – Applicants contacted by John Crockford, WCC.

'Dear Soho Loft residents,

I have been contacted by Leslie Kwarteng in relation to a new sound system at 100 Wardour Street. Testing of a demo version of this sound system has been carried out recently within the premises. I attended a demonstration of this equipment a couple of weeks ago and it was evident that there was increased containment of the music noise level in the dance floor area and there was far better clarity of sound. Following on from this demo the operator (D&D) have commissioned the installation of a full replacement sound system at 100 Wardour Street. The system is due to be fully operation by the end of April.

Leslie has asked if I can make contact with you to arrange a further test of the sound system and setting of the sound limiting device in the immediate period after the system is installed. It is proposed that a further test is carried out on Thursday 2nd May at 1000hrs. I do hope that this date/time is convenient and you will be able to accommodate this test of the new sound system. I look forward to hearing from you in due course.'

29.3.19 - correspondence received from licence holder's solicitor enclosing a 'preliminary response' and a Noise Report. The response included the information that the licence holder *'is replacing the current sound system in its entirety...to minimise any external sound span so as to ensure that it is not audible in the Soho Loft apartments...The sound limiter will be password protected so as to ensure that any levels set by the City Council cannot be overridden by unauthorised persons.'* The response confirmed that the installation was due to be completed by 22.4.19.

29.3.19 – email from DS to John Crockford (see attached).

29.3.19 – statutory consultation period ended.

30.3.19 – DS noted *'On Saturday I noticed that 100 Wardour St were using additional amplification (a breach) and managed to get a photo.'* Reported to John Crockford 2.4.19 with photo.

1.4.19 – email from John Crockford to DS (see attached).

9.4.19 – DS email to John Crockford with photo, seemingly showing use of additional amplification equipment (attached).

11.4.19 – Email from Maxwell Owusu Koduah.

22.4.19 – As per previous correspondence on behalf of licence holder, new sound system should have been fully installed and operational.

24.4.19 – Email from John Crockford to DS (attached).

29.4.19 – DS noted that *'Music was pretty loud early Saturday and myself and Izzy did both call Noise Team. They came and visited Izzy. They could hear audible music.'*

2.5.19 – Noise Testing carried out with full co-operation from applicants.

3.5.19 – Exchange of emails between DS and John Crockford re: the noise testing (see attached).

4.5.19 – Email from Rachel Ejeutami (WCC) to DS re: further action arising from the noise testing.

From: Crockford, John: WCC <jcrockford@westminster.gov.uk>
Sent: 01 April 2019 15:14
To: david steele
Cc: licensing licensing
Subject: RE: 100 Wardour St

Dear David,

Thank you for your email. I trust that you are well too.

I have provided answers to your points below.

1. Thank you for advising me of this. I would urge you and the other residents to report such instances at <https://www.westminster.gov.uk/report-it> or by calling 020 7641 2000
2. I am told by D&D that the purpose of the new sound system is provide a more focussed sound (with better clarity) in the dance floor area.
3. I believe that the new sound system was instigated before the review was submitted.
4. I am told that the full installation of the sound system could not be completed before the scheduled review hearing date.
5. There will be thorough testing of the sound system and how it interacts with the sound limiting system.
6. The operators advise that the sound company will have full control of the sound limiting system software and passwords will be regularly changed.
7. Testing of the sound limiter with the new sound system will be carried out. If it ineffective then this is an option.
8. Control will be with the sound system installation company.
9. Effective control of the music level in both the basement and ground floors should ensure that the any music played on either level does not cause disturbance to the apartments.
10. This is clearly a management issue to ensure that the no additional equipment is brought in and ensuring that the limited music noise level is not exceeded.
11. I can't really comment on this.

Here are the notes from the Uniform complaints database below (in green italic). These are from the visit carried out by Sarah Lutaaya on 25 October 2018 (ref 18/33893/ENC45)

*ongoing arranged visit
for visit se email below*

Good morning John,

We had 3 complaints regarding noise from the above mentioned premises. All customers were from Soho Lofts in Richmond mews. Whilst on the ground floor lobby of Soho lofts heavy bass could be heard. In customer's flat, on the 3rd floor bass could be heard.

Visited 100 Wardour street, DJ's on premises, they denied over riding the limiter. There is definitely an issue here.

I understand you are visiting on Tuesday, hope this helps.

*Thanks
Sarah*

I'm sorry I don't have the actual data from the measurements taken in your children's bedroom. I do recall though that the level was around 25 dB LAeq. This is exceptionally quiet for a Central London location. World Health Organisation guidelines recommend a level of 30 dB or less for bedrooms.

Best regards

John Crockford

Environmental Health Officer
Environmental Sciences
Regulatory Support Team 1
City Management & Communities
Westminster City Council
15th Floor
64 Victoria Street
London
SW1E 6QP
Tel: 020 7641 3130
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From: david steele [REDACTED]
Sent: 29 March 2019 15:47
To: Crockford, John: WCC <jcrockford@westminster.gov.uk>
Cc: licensing@westminstercab.org.uk
Subject: 100 Wardour St

Dear John,

Thanks for your email.
Good to hear from you, hope you are well.

We are of course willing to participate in sound testing if it will constitute a way forward for the *permanent* resolution of these issues. The following points arise from your email:

1. Residents have continued to experience noise nuisance since the review application was issued.
2. The installation of a new sound system suggests that the previous system was either not fit for purpose, not operated properly, or was being bypassed somehow. Do you agree?
3. Can you/the licence holder clarify why it has taken a licence review application for the licence holder to take this action?
4. I note that the proposed date for sound testing is [2 May](#). However, according to the Council's Licensing Register, the hearing of the review application is scheduled for [25 April](#).
5. Can you confirm what the 'further test of the sound system and setting of the sound limiting device in the immediate period after the system is installed' involves? We are keen for the utmost transparency and clarity in this process, to avoid any potential misunderstandings and/or further noise nuisance in future.
6. The Sound Limiter is not functioning/fit for purpose. That will be need it be addressed and incorporated in any tests. Obviously any changes to the overall Sound System will not help if the Sound Limiters don't function/can be bypassed.
7. Do you think a new Sound Limiter needs to be installed?
8. Given that 100 Wardour St have bypassed /disabled the Sound Limiters in the past, how will that be prevented in the future? Do we need to get additional independent expert advice to ensure this?
- 9.

As you will be aware no music is allowed to be played after 1.00 am on the ground floor level, but 100 Wardour are playing music in the basement level so loud that music is still very audible on the ground floor after 1.00am. How will that be resolved?

10. Given that in the past 100 Wardour St has breached their license by bringing in additional amplification, how do you advise this can be prevented?

One suggestion is that a Sound Level Recording Device is permanently installed by the main Stage area. Can you approve this ?

11. I have an idea that Cole Jarman is the same company that have been advising 100 Wardour St for many years.

Given that their advice/expertise has completely failed over a period of 23 years, I hope you can understand my reservations and doubts about their plans.

Finally, could you please provide me with copies of Noise Team Reports when Sarah was able to hear music clearly audible in my flat.

And could you send me the Sound Levels you measured in my bedroom and the children's bedrooms on your last visit.

I am sure we will be in touch soon

All the very best

Kind regards,

David

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30/10/2019

[https://westminster.moderngov.co.uk/documents/s32748/100 Wardour Non Compliance.htm](https://westminster.moderngov.co.uk/documents/s32748/100%20Wardour%20Non%20Compliance.htm)

From: david steele [REDACTED]
Sent: 09 April 2019 15:26
To: Crockford, John: WCC
Cc: licensing licensing
Subject: 100 Wardour Non Compliance

Dear John

100 Wardour St was yet again in breach/non compliance of the conditions in their license this Saturday April 6th.

I attach a photograph as evidence.

Could you please confirm that all parties involved in the License Review have been made aware of this, and the previous weekends incidents.

Could you also confirm what steps are being taken to ensure that 100 Wardour St comply with the conditions of their license.

All the best

David Steele



From: david steele [REDACTED]
Sent: 03 May 2019 13:14
To: licensing licensing
Subject: Fwd: 100 Wardour

Begin forwarded message:

From: david steele [REDACTED]
Date: 3 May 2019 at 13:07:51 BST
To: "Crockford, John: WCC" <jcrockford@westminster.gov.uk>, tal-obaidi@westminster.gov.uk,
mkoduah@westminster.gov.uk
Subject: Re: 100 Wardour

Hello John,

It was really nice to see you and Tamara, and thanks for all the time you both put in.

It's also much easier and productive to talk to somebody in person rather than by communicating by email.

We agree with your suggestion that further tests will be necessary.

There were a few issues that arose from yesterday.

1.

The band playing during the test was much smaller than some of the groups that perform.

Often up a 10 piece band will perform, and any test would need to include a much bigger band to have any real value.

2.

Large 18inch Subwoofers have been installed either side of the stage.

Subwoofers of this size are notorious for producing distortion, muddiness and vibration.

I would suggest that this is a huge mistake.

Speaker technology has developed and much better alternatives are available.

3.

Cole Vernon claimed in their report that the new Speaker Mounts would help solve Noise Transference.

Each of 7 main pillars and several main walls still experience severe vibration from Bass Frequencies.

One of the aims of the new system was to eliminate this and so this has proved to be a complete failure.

4.

I attempted to ask the Sound Engineer

several times how the Sound Limiters

would be installed and made secure.

Each time I did this, Lesley stepped in and stopped the conversation, saying

'This was a matter to be discussed on Thursday' each time.

Given the history of removal and bypassing of the Sound Limiters, this was very concerning to me.

5.

I noted that Cole Vernon has made no

appraisal or analysis of the residential

part of the building, not even a brief site visit. This led me to question the real value of any of the solutions/alterations that have been put in place.

Anyway

See you soon

Hope you all have a great and restful weekend

Warm Regards

David

On 3 May 2019, at 11:18, Crockford, John: WCC <jcrockford@westminster.gov.uk> wrote:

David,

Firstly, thank you very much for your time and patience yesterday. I think everyone was pretty drained afterwards.

After spending time in your apartment and trying to reach a point where the bass was inaudible, Tamara went with Mustafa into Flat 15 (Ryan and Katelin?). The bass could still be heard in their flat and they expressed how they had suffered noise for quite some time (and especially in last 2 weeks) but had not approached anyone about this. Their location is interesting insofar as they are in the same line of the building to you but two floors down.

As you know the test was made harder by both the demolition works in Richmond Buildings to the rear and works taking place in Mustafa's apartment. So it has been proposed that we undertake another test (in the very near future) during the evening period. I wonder if you would have Mustafa's contact details or if you could pass my email onto him. I would very much like to gain access to his flat and Flat 15 for the further test.

Thank you and kind regards

John Crockford

Environmental Health Officer
Environmental Sciences
Regulatory Support Team 1
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<image001.png>

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Subject:

FW: 19/02509/LIREVP - Wardour Street,London, W1F 0TN

Sent: 13 May 2019 16:35**To:** Steward, Michelle: WCC <msteward1@westminster.gov.uk>**Subject:** 19/02509/LIREVP - Wardour Street,London, W1F 0TN

-----PLEASE REDACT MY ADDRESS AND PERSONAL DETAILS BEFORE CIRCULATING-----

I have previously provided a submission online in this matter; unfortunately I'm unable to attend the hearing on Thursday so I would like the following to be taken into consideration by the committee.

Whilst the most recent submissions have focused on the noise nuisance due to the licensees audio systems i'd like to ensure that the regular and sustained social nuisance generated by these premises and its clients is given equal consideration.

I live at 106 Wardour Street and in the 6 months I have lived there have never had an uninterrupted Saturday night's sleep – I'm always woken up around 2am by noise generated by the licensees clientele leaving their premises; the disturbances continue for around an hour. the initial surge of noise is arguing, screaming and rowdiness is exacerbated by the general state of drunkenness of a couple of hundred people hitting our street at the same time when the club closes. It does not dissipate quickly as no attempts are made by the licensees to manage this exit; in fact, i don't believe they make adequate attempts to inform their clientele that this is a residential area.

Unfortunately this is not the end of the nuisance uber drivers and rickshaws surge triggered by the closing time which results in considerable hooting, engines being revved, car doors being slammed and loud, profanity-filled arguing about and between customers. This doesn't end quickly.

Added to this is the considerable nuisance that starts from the night before, of the pavement being blocked by huge groups outside – despite the cordoned off smoking area, many cross the street to smoke where they are left to their own devices. There is also regular and visible drug dealing from cars and on the street which continues all through the night & into the early morning (I accept that this is probably something that the police should be dealing with but the premises act as a magnet for this)

What I have described above will be familiar to any of my neighbours, and I trust that the council's officers (who have been diligent in regards to the music nuisance) have also spent time observing and recording this at first hand on the street on any Saturday night & between 2am and 3 am Sunday. I should also add that there is also disturbance though not at this level on Friday and Thursday nights.

This area 'works' because of the balance between residents and businesses, the council has a considerable role in maintaining that fine balance and I hope that the committee will understand that these premises and the inconsiderate business that operates them are having a direct and negative impact on the lives of ordinary, local people.

rgds

S



From: david steele [REDACTED]
Sent: 13 May 2019 15:11
To: Steward, Michelle: WCC
Subject: 100 Wardour St

Dear Michelle,

Hope this is the very last one!

I am submitting this as it contains some details that are relevant to the hearing.

Thank you

David Steele

David,

As Maxwell says the purpose of installing a sound level meter is different to the setting of the sound limiter. The sound level meter (SLM) would be in place to capture the audio and measured noise levels of any music noise experienced in the apartment. As you are aware the intention with the sound limiter setting is for music noise from 100 Wardour Street to be inaudible in the Soho Loft apartments to comply with the licence condition.

The SLM would provide an avenue for any music noise to be captured. It is best placed in an occupied apartment such that resident can trigger the audio when it occurs. It can be placed in a vacated apartment and be set to capture audio once a set noise level is exceeded but this has the potential to both capture other noise events and/or miss some music noise events.

I do have some reservations as to the benefit of installing the SLM. It is difficult to definitively attribute the source of the noise captured. This is best done by authorised officers visiting in response to complaints. So I do urge you and the other residents to call the out of hour's service on 020 7641 2000 or use <https://www.westminster.gov.uk/report-it> tool when you are disturbed by music noise from 100 Wardour Street.

Of course, it is hoped that the sound limiter setting exercise on 2nd May achieves the desired outcome for both the residents and 100 Wardour. Further to this that the limiter then remains effective in preventing music noise being transferred. I realise that this second point has been the issue previously and it is hoped that we can ensure that it does not recur.

I look forward to seeing you on Thursday 2nd May and we can discuss the matter further then.

Best regards

John Crockford

Environmental Health Officer

Environmental Sciences

Regulatory Support Team 1

City Management & Communities

Westminster City Council

15th Floor

64 Victoria Street

London

SW1E 6QP

Tel: 020 7641 3130

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Small school, big heart!

10th May 2019

TO WHOM IT MAY CONCERN

[REDACTED]
[REDACTED]
has spoken [REDACTED] concerns regarding the loud music played until 3am in the morning by the restaurant [REDACTED] tment. The music is keeping the children awake but, more disturbingly, it is so loud that it wakes the children up throughout the early hours of the morning.

Sleep is essential to brain development and physical growth and these regular disturbances in the children's sleep patterns will be having a detrimental effect on their concentration and learning. The children have been noticeably tired at school, which has impacted on their studies. One day [REDACTED] was not able to get up in the morning following a disturbed night, and therefore missed crucial learning at the start of the day.

Please take into account the residential nature of Soho in addition to the nightlife. Our pupils deserve a good night's sleep.

Yours sincerely,

[REDACTED]
Headteacher

STATEMENT OF WITNESS

(Criminal Procedure Rules, r 27.1(1);
Criminal Justice Act 1967, s. 9, Magistrates' Court Act 1980, ss 5A(3)(a) and 5B)

Statement of **JOHN VERNON CROCKFORD**

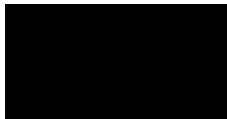
Age of Witness
(if over 18 enter "over 18") **OVER 18**

Occupation of Witness **ENVIRONMENTAL HEALTH OFFICER**

This statement, consisting of **7** pages (including exhibits) signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 9th day of May 2019

Signed

A black rectangular box redacting the signature of the witness.

1. I have been employed by Westminster City Council as an Environmental Health Officer for 12 years. I hold a Diploma in Acoustics and Noise Control. My duties include ensuring that sound limiter devices at licensed premises are set to the satisfaction of Environmental Health.
2. I have had a significant level of involvement with the premises at 100 Wardour Street (100WS) and specifically relating to music noise from 100WS impacting upon residential apartments in Soho Lofts above.
3. My involvement does date back to 2012 but with the current operator it began in August 2017. I received an email from [REDACTED] [REDACTED] [REDACTED] advising that he had experienced disturbance from music noise played in 100WS.
4. I visited 100WS together with a colleague Ms Lily Chan and met with Mr Leslie Kwarteng and other representatives of 100WS. The purpose of this visit was to set the sound limiter such that music noise from 100WS was inaudible in the apartments above.
5. [REDACTED] and also arranged access to [REDACTED]. Music noise levels were checked in the basement and it was confirmed that no music was audible in the apartments from this area. Music was played in the ground floor restaurant area and this was audible in the apartments. The music noise level in the "Billiard Room" towards the rear of the ground floor had to be reduced to a relatively low to prevent music noise being heard in the apartments above.
6. Subsequently I confirmed the agreed music noise levels for each area of the building in an email dated 1 September 2019 to Mr Leslie Kwarteng (Exhibit A).
7. I returned to 100WS with Ms Lily Chan on 12 October 2017 to set the music noise level for the atrium area to the front of the premises at ground floor

level. The agreed music noise levels were confirmed in an email from Mr Neil Jarman of Cole Jarman Associates dated 12 October 2017 (Exhibit B).

8. On 16 October 2018 I received an email from [REDACTED] advising that he had suffered a recurrence of music noise from 100WS. An arrangement was made for the sound limiter settings to be rechecked on 30 October 2018.
9. In the intervening period between the organising the sound limiter test and the test taking place, I was made aware that colleagues had heard music noise from 100WS whilst in [REDACTED]. I understand that no further action was taken at this stage since it was understood by all parties that the sound limiter settings were to be rechecked in the following days.
10. I visited 100WS on 30 October 2018 together with a colleague Ms Tamara Al-Obaidi. As previously [REDACTED] provided access to his [REDACTED] and arranged access with other [REDACTED] Lofts. Music was played in the basement and ground floor levels of 100WS at the maximum sound limited level. No music noise could be heard in the apartments. The music noise levels were checked with those set in 2017 and it was apparent that they were unchanged.
11. It was clear that [REDACTED] and the [REDACTED]nts were frustrated by the process and could not see how the music noise levels were unchanged. I agreed that it was unfathomable and that it was difficult to explain.
12. Very shortly after this test further noise complaints were received. It was decided that a further test should be carried out with a live band playing. This was arranged for 4 December 2018.
13. I visited 100WS on 4 December 2018 once again with Ms Tamara Al-Obaidi. The live band consisted of a drummer, saxophonist, keyboard/DJ and two vocalists. The band played music in the basement venue at the maximum limited noise level. No music noise could be heard in [REDACTED]