

Margaret James

From: Guy Quint
Sent: 26 January 2018 11:58
To: Margaret James
Cc: Jo Borthwick; Nicola O'Donnell; Sally Wileman; Simon Joynes
Subject: RE: The Rufus Centre
Attachments: 182Guidance April 2017.pdf

Hello Margaret

Thanks for the email on this. This is connected to a very protracted and involved case involving both Public Protection & Planning, and involves Sally Wileman who has been leading on the Corporate Complaints front as the matter covers both noise nuisance and planning legislation.

Essentially, we have had some complaints about noise from events held at the Rufus Centre since residents moved into newly built houses on the new adjacent residential development. Our nuisance investigation proved inconclusive in terms of the evidence provided, but we recognised that there is a noise breakout problem (although it would appear not as a result of any changes in the activities of the Rufus Centre) affecting some of the closest residents and the problem stemmed from the fact that the Rufus centre was not identified as a potential noise source when the development was granted planning permission.

In response to the corporate complaints we received, the Council arranged for an independent noise assessment to be undertaken by MAS Environmental. This identified several structural factors contributing to the noise breakout from the Rufus Centre and has recommended a phased schedule of works to address this noise breakout and mitigate the impact of noise on those residents affected. CBC has accepted responsibility for meeting the cost of these noise mitigation works and we are currently in the process of getting a detailed specification of works drawn up before going out to tender to appoint a contractor to undertake the works, and then carry out further noise testing to assess their impact/success. We are scheduled to meet with the Rufus Centre this coming Monday to discuss the findings of the MAS report and implementing their recommendations.