

Martin

Subject: FW: Re: Telecon today re Trunkwell 2016-08-08

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Subject: Re: Telecon today re Trunkwell 2016-08-08

Date: Mon, 8 Aug 2016 15:14:55 +0000

From: Swapandee Mann

To: Bridges, Chris <chr

CC:

Alison Edwards
<alison.edwards@btinternet.com>, Beech Hill

Parish Council

Graham Bridgman

Dear Mr. Bridges

I do understand that there have been noise issues and have been actively trying to address these.

You would appreciate that there are private functions going on and it is our concern to look after our guests.

The noise limiter is not an off the shelf equipment and has a lead time of 2-3 months, so it was ordered back then and we are in implementation phase now. So no contemplation on that.

The music is being played within the sound limits and is strictly adhered to. We have a noise management plan in place which we follow at all times.

I will come back to you with a phone no. as I mentioned in our morning conversation.

These issues cannot be resolved over email exchanges, so I would request again for a meeting to discuss everything.

Regards
Swapandee

On 08-Aug-2016, at 3:33 PM, Bridges, Chris <[redacted]> wrote:

Dear Mr Swapandee Mann

Thank you for your email. I will certainly be discussing the content of our conversation with our Chairman Mr Martin Plank.

The reason I rang your office this morning was the result of the loud music and noise generated from the events you have been holding at Trunkwell to date. What you need appreciate and fail to understand is this noise affects the lives of others living in the village. This then results in us as serving Councillors of Beech Hill, Ward Councillors and West Berkshire, being contacted sometimes late in the evenings to enquire from disgruntled villagers what could be done to stem this disruptive noise they are constantly having to contend with.

As I explained, I have on several occasions taken it upon myself along with some of the residents affected, to visit Trunkwell and try and speak with the responsible person for the current event, requesting from them the noise is greatly reduced. Sadly, you now seem to have in place security guards on the drive preventing us and other complainants from continuing up the drive to the Mansion House denying us and them the opportunity of speaking with the relevant person organising the event. It also should be noted on several occasions when I and others have tried phoning Trunkwell's main line number only to receive a recorded message back which I hasten to add also happens when phoning your mobile number.

To say you are only just contemplating installing a permanent sound limiter in the small marquee at the rear of Trunkwell Mansion, questions why this hasn't been done before. Limiter or no limiter, the loud music and noise generated by any of your business operations at Trunkwell must not be to the detriment of others and will not be tolerated.

We are more than happy to meet up with you providing you have put processes in place to address the ongoing noise issues at Trunkwell.

With Regards

Chris Bridges
Vice Chairman of Beech Hill Parish Council

Chris Bridges CEnv, P.Agric (MIAgrM)

From: Swapandeeep Mann
Sent: 08 August 2016 14:20
To: Bridges, Chris <chris.br>
Cc:
Subject: Telecon today

Dear Mr. Bridges

It was a pleasure to speak to you today. I did find Mr. Plank's email id, so I am cc'ing him the email.

As discussed, I will be discussing with my team and comeback to you with a phone no. for noise related issues. Our endeavour is that none of the issues occur at all and hence we are installing a permanent sound limiter in the smaller marquee and work should be completed soon.

I would like to meet you and Mr. Plank in person, so please let me know some dates and times that are suitable.

I also look forward to hearing from you on the people who are affected, so that we can engage with them.

Regards

Swapandeeep Mann

Trunkwell House Hotel
01189 883754

<image001.png>

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