

**Diaper, Dawn**

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**From:** [REDACTED]  
**Sent:** 06 December 2023 14:09  
**To:** [REDACTED]  
**Subject:** Complaints of noise from Fan/Refrigeration unit at 128 High Street, Newmarket

Good Afternoon

**Environmental Protection Act 1990 Section 79/90 – Statutory Nuisance  
Noise Complaints arising from a Fan/Refrigeration Unit at 128 High Street Newmarket.  
128 High Street, Newmarket, Suffolk, CB8 8JP**

I write to inform you that we have received a complaints regarding alleged noise disturbance caused by a fan/refrigeration unit located at the above address. I understand you are currently responsible for the premises.

Although we do not know whether the level of noise is excessive, the Council is required to investigate all complaints where noise significantly and unreasonably affects neighbouring premises. This will depend on the type of noise, the volume, the duration and the time of day or night the noise occurs. Further information is available through the link below: [www.westsuffolk.gov.uk/noise](http://www.westsuffolk.gov.uk/noise)

If the alleged noise disturbance continues, we will require the person(s) affected to provide further details of how and when they are disturbed before we can make further enquiries and gather evidence. If it is deemed appropriate, this may take the form of visits to properties neighbouring the source of the noise and the use of digital recording equipment.

It is important to inform you at an early stage that a complaint has been made, at this stage we have not substantiated it. This enables you to consider whether the complaint being made is justified and whether you can reduce the noise levels. If you do not consider you are making any unreasonable noise you need take no further action.

The Council, however, is under a legal obligation to serve an abatement notice if the noise is unreasonable, excessive and causing a statutory nuisance. Such a notice requires the person responsible to ensure there is no recurrence of the statutory nuisance or face further enforcement action. No further action will be taken if noise is kept or reduced to a reasonable level.

If you require any further information, wish to discuss this letter, or feel that it has been sent to you in error, please contact us using the details above.

Kind Regards

[REDACTED]

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[REDACTED] [REDACTED]  
Environmental Health Officer  
Private Sector Housing and Environmental Health  
Regulatory Services  
Direct dial: 01284 757069

Email: [REDACTED]  
[www.westsuffolk.gov.uk](http://www.westsuffolk.gov.uk)

**West Suffolk Council**  
#TeamWestSuffolk

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