

Appendix E Exchange of E mails between applicant and Janet May August 2021

On Fri, 20 Aug 2021 at 21:01, Janet May wrote:

Belinda

I am writing to you in hope that we can come to some compromise or agreement.

You got the soundproofing installed but this is no use whatsoever if your back door is open constantly and your staff are outside shouting all day long.

I am not sure you are aware how clearly I can hear every word of your conversations with the windows closed. I am happy to share a few examples so you can understand. I heard the whole conversation when you said you were feeling ill on your holiday and we're trying to get a doctor appointment for example.

I appreciate you have a new set of staff turnover and they may not be aware how loud sitting outside and the conversations are.

Are you willing to at least make your new staff aware please?

I know they have to have breaks and you are running a business and I have no argument with that never have but please try and compromise.

Please try and meet us half way here.

We have to try and work together. I don't want to take things further. You always said why didn't I ever speak to you and now I am and giving you the opportunity to be fair.

Even the doors open I will accept but the constant shouting outside all day is unacceptable.

Please remember we live here. You go home to peace and quiet, we have to listen to everything all day every day.

I am trying to appeal to you so we can settle this amicably. Please accept.

We have both been here a long time and don't intend going anywhere so let's try and solve it. I am giving you the opportunity...

I have not informed anybody else of this conversation in hope we can work this out ourselves.

I have tried to put up with it but I am my wits end and until you, as the Manager give some guidance it will never improve.

You may have realised now that I like to do things "by the book" but very articulate, honest and fair.

Again, I have put up with this for weeks and have been pushed to the absolute limit before appealing to you

Look forward to your response.

Kind regards

Janet May

On Friday, August 20, 2021, 9:13 pm, Belinda Delaney wrote:

Good Evening Janet

Thank you for your email.

Im sorry to hear you are still hearing the staff I can only apologise. I will look into this for you. I have not been able to be there very much at all, with the exception of a couple of visits here and there and I helped out over the castle road weekend.

[REDACTED]

We have had a bit of a turnover of staff, one with me not being around as much and the fall out from covid and brexit people have got used to being at home and don't like having to go out to work anymore, we will get there eventually.

I will speak to everyone this weekend and hope for some immediate improvement.

I will hope to be able to spend some more time there in the next couple of week.

Kind Regards

Belinda

On Friday, August 20, 2021, 10:49 pm, Janet May wrote:

Belinda,

Thank you so much, I am so relieved and grateful for your [response.it](#) has been really difficult as I work from home still and have to wear headphones because my colleagues could hear the conversations in the background. I swear on my life I am not exaggerating!

Hey I am being really genuine and honest with you, I don't want any trouble just want us to try and find a compromise.I can honestly tell you every word for word and I am sure that's your business not mine!

I have put up with it for some time now and it has been stressing me out and have tried to put up with it but I have had to approach you. I suppose I thought you might think I am just picking, but I promise you I am not I swear.I have always said I know you have a business to run but I can hear all the conversation word for word all day. Your chef and another few others are out there for large portions of the day conversing and on their phone I can relate it all word for word all day everyday I am telling you the absolute gospel truth.

I don't want to have trouble with you.you always said I should have spoken to you and I am. I am not trying to cause trouble honestly.

I hope we can resolve this just between us.

I am really grateful you have taken what I have said on board. Contrary to what you might think, I found it really hard to send you the email I don't like being difficult but when pushed to the limit I am afraid I must speak my mind.

I take no pleasure in having to send these comments, things were different before when we were out all day and we weren't affected and you left earlier.

It has got so bad, I have to do something and I hoped if I told you the truth and you honestly believed I wasn't exaggerating or being difficult you may try and comprise

I would be so grateful I am sorry to hear you haven't been well. I know I probably haven't always been popular with you with my frankness but I have always been honest and fair and if you could put yourself in our shoes I think you may agree we have been more than fair.

Kind regards

Janet

----- Forwarded message -----

From: **Janet May**

Date: Fri, 20 Aug 2021 at 23:10

Subject: Re: Re:

To: Belinda Delaney

Belinda,

I just want to say how much I appreciate your response. I thought you might think I was being difficult and I really I am not, truly. Contrary to what you may think I don't like or take any pleasure in complaining and it upsets me having to do so, but I can't take it any longer.

Thank you

Kind regards

Janet