

## **APPENDIX C - REP 15**

**Noise Pollution: It's Mustard, 116 Albert Road, Portsmouth & Southsea PO4 0JS**

**Date: 08 August 2023**

I am writing to submit evidence for ongoing noise pollution from It's Mustard, a commercial business in Southsea. It has been impacting my mental wellbeing since 11 February 2023, the date I moved into [REDACTED], the upstairs flat that is next door to the business. I also lived here from 2018-20, when the restaurant was a shop.

The noise in question is live DJ music as well as loud voices and shrieking in the smoking area during these live DJ music events. These events, themed as "bottomless brunches", have started as early as 13:00 and continued to as late as 00:30 the next day, with these times averaging to 15:00-23:00. The music can be heard throughout my flat, in every room, with the television on; windows shut; doors shut and even carries through my headphones. The bass thumps and shakes throughout my property too. The smoking area noise can be heard in my bathroom, kitchen and bedroom. These noises start loud and get louder throughout the evening.

The impact of this noise is that there is nowhere I can be in my property to get away from it. The noise prevents me from sleeping and impacts my overall mental health. I get headaches, I am more stressed out and at times I have been unable to get on with my activities the following day, as a result of listening to incredibly jarring and repetitive beats for 8+ hours most weekends.

I have gone to stay with my parents to get away from this noise and protect my wellbeing, but I cannot afford to do this every weekend. I have also tried to plan my day around it, such as going to the gym at night (which as a young woman is unsafe). I am unable to use my garden when these live music events are happening because there is too much noise (+ air pollution) even with a set of headphones on. I cannot relax in my living room or bedroom, nor can I use my bath because of the sound vibrations.

The noise first became apparent to me the day I moved into my property, on 11 February 2023. I put it down to a one-off, but the same thing happened on 25 February. On 26 February, I went into the business to speak to the owner to understand how often the noise was going to occur and to reach an agreement of things he could do to help mitigate the noise.

He was rude, defensive and told me there was nothing he could do, saying that he "has to do what the customer wants" and deflected blame to other venues on Albert Road, stating he had already sound-proofed the bar. I used to live in this flat in 2018-20, when the restaurant was a shop. I am aware of the typical noise of Albert Rd, living near the Wedgewood Rooms and a recording studio. This new noise is excessive and the owner does not seem to care.

Crucially, the owner told me the event happens once a month, so I gave him the benefit of the doubt and didn't register a complaint with the council until later. After weeks of consecutive live events, it was clear that the "once a month" spiel I was given was not the truth. I worked out that these events started in January from social media, when there was no one living in my flat.

On 25 March at 16:23, a day of yet more repetitive noise, I registered a complaint with the council. Since then, the noise has been an almost weekly occurrence, with negative impacts to my mental wellbeing and inability to relax or sleep. I do not see how anyone could put up living with such consistent noise pollution. It makes this property uninhabitable.

## Diary

Date	Time (ish)	Noise & Impact of Noise
11/02/23	12:00-00:00	Non-stop. Thumping bass at high volume, audible in every area of my house. TV and headphones don't mask it. Increasingly loud voices in the smoking area as the night continues. Prevents me from sleeping.
25/02/23	12:00-00:00	Non-stop. Thumping bass at high volume, audible in every area of my house. TV and headphones don't mask it. Increasingly loud voices in the smoking area as the night continues. Prevents me from sleeping.
11/03/23	14:00-00:00	Loud noise from 14:00 with excessive noise from 15:45 non-stop. Can hear it in my bedroom and all other areas of my flat, insanely loud by midnight. Insane thumping, repetitive beats, shrieking. Prevents me from sleeping.
18/03/23	15:00-23:30	As above.
25/03/23	15:45-23:30	As above.
01/04/23	N/A	The live music event is advertised on social media but I cannot put up with another chaotic evening so I make plans to go and stay with my parents in West Sussex.
07/04/23	19:30-23:00	Not a bottomless brunch event, but music audible throughout the property, particularly in the bedroom and living room.
08/04/23	15:00-02:00	Non-stop noise, excessive thumping bass and house music. Audible everywhere in my house. Prevents me from sleeping. I think this is the night Lorraine first told them to turn it down and the owner was extremely rude. If so, the music decreases substantially at about 23:00, but then picks back up by 23:30. Seems to be retaliation to being told to turn it down as music and loud voices continue until about 02:00.
22/04/23	15:00-23:00	Non-stop. Thumping bass at high volume, audible in every area of my house. TV and headphones don't mask it. Increasingly loud voices in the smoking area as the night continues.
29/04/23	15:00-23:00	Non-stop. Thumping bass at high volume, audible in every area of my house. TV and headphones don't mask it. Increasingly loud voices in the smoking area as the night continues.

06/05/23	15:00-23:00	Loud funk and bass music at high volume, audible in every area of my house, lyrics audible, cannot relax. At times the music does decrease but still audible with TV on.
20/05/23	16:00-20:00	Loud funk and bass music at high volume, audible in every area of my house, lyrics audible. Presume the music continued until 23:00 but cannot confirm this as I left to attend an event.
27/05/23	15:00-23:00	Loud bass music at high volume, audible in every area of my house, lyrics audible, cannot relax. Audible with TV on. Prevents me from sleeping.
03/06/23	16:00-23:00	Loud bass music at high volume, audible in every area of my house, lyrics audible, cannot relax. Audible with TV on. Prevents me from sleeping.
10/06/23	16:45-23:00	Loud funk and bass music at high volume, audible in every area of my house, lyrics audible, cannot relax. Audible with TV on. Prevents me from sleeping. 1 x MP4 download from Instagram Stories attached.
01/07/23	15:00-00:45	Loud funk and bass music at high volume, audible in every area of my house, lyrics audible, cannot relax. Exceptionally loud from 15:58 and onwards. Prevents me from sleeping. Super loud beer garden voices. Extremely draining and headache-inducing, nowhere in my flat I can go to be away from the noise, audible above television on max volume and the windows shut, audible through headphones as well. Music stops at 23:00 but loud voices continue until 00:45 ish.
08/07/23	14:00-23:00	Loud house music at high volume, audible in every area of my house, lyrics audible, cannot relax. Audible with TV on. Prevents me from sleeping.
15/07/23	18:30-23:30	I make plans to be away for the day so come back to noise already underway. Shouting and shrieking from the beer garden, thumping bass throughout every room in my flat. Nowhere I can go in my flat to be away from this noise. I make plans to leave at 20:00-23:30 to get away from the noise. Once I had returned, the music had stopped but there were still loud voices from the beer garden, preventing me from sleeping.
22/07/23	14:00-23:00	Loud funk and house music at high volume, audible in every area of my house, lyrics audible, cannot relax. A little more intermittent than other nights, but still audible with TV on.
05/08/23	14:00-23:00	Loud funk and house music at high volume, audible in every area of my house, lyrics audible, cannot relax. Live saxophone being played. Audible with TV on and headphones on. Prevents me from sleeping. 3 x MP4 download from Instagram Stories attached. Bass vibrations coming through walls.

