



Portsmouth CITY COUNCIL

Environmental Health
Civic Offices
Guildhall Square
PORTSMOUTH
PO1 2AL
Tel: 023 9268 8366

COMPLAINTS AND SERVICE REQUESTS

1. **UNIFORM**

Uniform Ref: 23/00307/ENI

Date Received: 6 February 2023 16:04

Received By: Nicola Brand

2. **CUSTOMER DETAILS**

Name: [REDACTED]

Tel: [REDACTED]

Address:

[REDACTED]

Email: [REDACTED]

Date Acknowledged:

3. **COMPLAINT/SERVICE REQUEST DETAILS**

Complaint/Request Type: Noise-Music

Date Occurred:

Details of Complaint or request:

NOTICE SERVED

New premises called Its Mustard, loud music and numerous voices shouting, restaurant uses back garden as a beer garden Cant open my window and have to turn up volume on films as cant hear otherwise

Concern Name: It's Mustard

Tel:

Concern Address:

116 Albert Road
Southsea
PO4 0JS
PO5 2PS

Trading Name:

Email:

4. **OFFICER**

Allocated to: Lorraine Astill (Environmental Protection 1)

Date Allocated: 6 February 2023

Target Completion Date:

Closing Action:

Date Closed:

PROCESS DETAILS

Inspection Reference: 23/00307/ENI

Inspection Type: Noise Report

Date: 07.02.2023

Type: Miscellaneous Activity

Officer: Stephen Cooke

Date:	Action	Officer	Notes
	Review	Lorraine Astill	No further contact from comp
	Internal Communication	Lorraine Astill	Hi Lou see tel con.
02.07.2023	Telephone call	Gary Keller	Message from comp on 1/6/23 at 22.32 ref LM. I called back at 17.21 and comp advised there was again LM I advised I would add it to her case and she asked for an update so I advised I would pass this onto LWA.
11.04.2023	Telephone call	Lorraine Astill	call to comp and informed them nan had been served for loud music and to continue to call when there is a problem
08.04.2023	Telephone call	Lorraine Astill	msg left by comp at 19:16 she said that she can hear music from Its Mustard at the rear of the property. She said that sometimes it goes on until midnight or later and it is now happening every saturday.
08.04.2023	Ad Hoc Visit	Lorraine Astill	visit to comp at 20:30 she said that the noise had quieten down now as they had closed the rear door. Advised to call again if volume increased
11.03.2023	Telephone call	Lorraine Astill	msg left by comp at 11:15 kicking off at premise and wanted it logged
09.02.2023	Initial Referral	Lorraine Astill	
09.02.2023	Live Letter - Business Premises	Lorraine Astill	<p>From: Astill, Lorraine Sent: 09 February 2023 10:32 To: [REDACTED] Subject: 23/00307/ENI Noise from Its Mustard 116 Albert Road, Southsea</p> <p>Dear [REDACTED]</p> <p>Thank you for your web complaint form. Your complainant reference number is 23/00307/ENI.</p>

In an attempt to resolve your complaint immediately we have written to the occupier of the premises you have accused of causing the nuisance and have advised them of the nature of the complaint and of our powers and procedures.

We have not told them who has made the complaint and will not reveal your details at any stage.

If that letter fails to resolve the problem, and to assist us further in our investigation, it is now vitally important that we witness the noise while it is being created.

To enable us to do this, please telephone us as soon as the noise occurs and on every occasion that it does so. This will provide us with an opportunity to visit your property and witness the disturbance. Any failure to do this will considerably hinder our investigation process.

We are able to respond both during and outside of normal office hours.

If you are disturbed by noise Monday to Thursday between 08:30 and 17:00 or on Friday between 08:30 and 16:00 please notify your Case Officer directly.

Information is attached to enable you to access the Duty Officer at night. Please note that our Night Noise Service contact details are different to those listed above.

If the noise only occurs outside of our operating hours, please contact your Case Officer as soon as possible to discuss alternative arrangements to enable us to witness the noise.

Please note that in times of high service demand an Officer may not be available to take your call. If you are diverted to voicemail please leave your name, address, telephone number and reference number and state that you would like a call back. The Officer will then respond as soon as he or she becomes available again.

You will note that we are currently unable to offer a daytime service on Saturday or Sunday. If you are disturbed by noise during these times

please leave a message on the Night Noise Service number with the same details as above. The Duty Officer or your Case Officer will then contact you as appropriate

PLEASE NOTE: Your complaint will remain active for a further 35 days from the date of this letter. If you do not contact us within this period we will assume that the circumstances have changed and your complaint will be closed without any further contact with you.

Kind regards

Lorraine Astill
Principal Regulatory Service Officer

Regulatory Services
Portsmouth City Council
Civic Offices
Guildhall Square
Portsmouth
PO1 2AL

Telephone: [REDACTED]

Moible: [REDACTED]

Email: [REDACTED]

From: Maidment, Hazel
<[REDACTED]>
Sent: 09 February 2023 10:37
To: Astill, Lorraine
<[REDACTED]>
Subject: RE: Its mustard, 116 Albert Road

Hi Lorraine

The premises licence holder is the same as the dps Joanne Mary Johnstone.

Hazel

Hazel Maidment
Licensing Assistant
Directorate of Culture, Leisure and Regulatory Services
Licensing Service
Portsmouth City Council
Civic Offices
Guildhall Square
Portsmouth

09.02.2023

E-Mail

Lorraine Astill

PO1 2AL

T: [REDACTED]

F: [REDACTED]

E: [REDACTED]

www.portsmouth.gov.uk

From: Astill, Lorraine

<[REDACTED]>

Sent: 09 February 2023 10:21

To: Maidment, Hazel

<[REDACTED]>

Subject: Its mustard, 116 Albert Road

Morning Hazel

Is it possible you can check who the premise licence holder is please for Its Mustard, 116 Albert Road as I can't get access on the internet as it is not showing the documents.

We have received two noise complaints so I would also like to inform the licence holder as well as the DPS.

I have the DPS as Joanne Johnstone and believe that the licence holder may be Adam Stringer or Its Mustard Ltd.

Thanks
Lorraine

Lorraine Astill
Principal Regulatory Service Officer

Regulatory Services
Portsmouth City Council
Civic Offices
Guildhall Square

Portsmouth
PO1 2AL

Telephone: [REDACTED]

Moible: [REDACTED]

Email: [REDACTED]

09.02.2023

Commercial
Nuisance Letter

Lorraine Astill

letter saved to dms

UPRN: 001775000954

ADDRESS: 116 Albert Road Southsea PO4 0JS

Module	Reference	Opened Date	Closed Date	Description
AP	A*22748/ENF1		10.06.1979	Enforcement Appeal
CP	19/00375/CP	23.10.2019	21.01.2020	Belushi's
CP	21/00426/CP	01.07.2022	08.02.2023	It's Mustard
CP	23/00041/CP	08.02.2023		It's Mustard
DC	20/00026/PACOU	01.10.2020	05.02.2021	Application for prior approval (Class C) relating to the change of use of ground floor from shop (Class A1) to cafe (Class A3).
DC	20/01182/FUL	15.10.2020		Construction of single-storey side/ rear extension; alterations to shop front and alterations to the rear of the property to include installation of extraction system and flue (description amended)
DC	A*22748/AB		10.04.1989	CONSTRUCTION OF REAR BALCONY WITH STAIRS TO FIRST FLOOR FLAT
DC	A*22748/AA		20.01.1989	CONSTRUCTION OF REAR BALCONY WITH STAIRS TO FIRST FLOOR FLAT
DC	A*22748/A		18.04.1979	CHANGE OF USE FROM STORE TO CAR FINISHING WORKSHOP
DC	A*22748		18.06.1959	THE ERECTION OF OPEN-FRONTED SHEDS FOR THE STORAGE OF BUILDING MATERIALS
EN	23/00086/BOC	12.04.2023	09.05.2023	Enforcement Enquiry
EN	A*22748/ENF1		23.10.1979	Enforcement Enquiry
EN	A*22748/ENF2		12.01.1989	Enforcement Enquiry
LI	22/01274/LAPREM	07.02.2022		Premises Licence
LI	22/03292/LAPREM	02.12.2022		Premises Licence
SR	20/03784/EPL	17.12.2020	22.01.2021	Planning - REF NO: 20/00026/PACOU, 13th January 2021.
SR	21/00582/EPL	26.02.2021	16.04.2021	Planning - REF NO: 20/01182/FUL, deadline 13th April 2021
SR	21/01527/FG4	18.05.2021	23.03.2022	New Takeaway premises would like to know food approval code needed for chicken/fish/meat. Aswell as hygiene rating certificate. In process of getting premises/personal licence but would like any further advice for new business.
SR	21/02221/EPL	09.07.2021	28.06.2022	Planning - REF NO: 20/01182/FUL, by 3 August 2021
SR	21/03935/FG4	22.11.2021	23.11.2021	Checking progress of food registration

				form submitted
SR	22/00378/EPL	07.02.2022	24.02.2022	Licensing - their ref 22/01274/LAPREM,.. deadline Representations by 7th March 2022
SR	23/00307/ENI	06.02.2023		NOTICE SERVED New premises called Its Mustard, loud music and numerous voices shouting, restaurant uses back garden as a beer garden Cant open my window and have to turn up volume on films as cant hear otherwise
SR	23/00315/ENI	06.02.2023		NOTICE SERVED Loud music whistles shouting I cannot sleep or rest, feel frustrated not considered, let down & upset, Taken advantage of, I purchased this property 16 years ago and now feel like selling
SR	23/00730/ENI	28.03.2023		see notepad - NOTICE SERVED
SR	23/00734/ENI	29.03.2023		NOTICE SERVED Loud music. The door of the restaurant is being wedged open. Had to close windows and can still hear the music. Please see attached.
SR	23/00811/ENA	11.04.2023	03.06.2023	alarm been sounding since Sunday

