



# Portsmouth CITY COUNCIL

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

## COMPLAINTS AND SERVICE REQUESTS

### 1. UNIFORM

**Uniform Ref:** 23/00811/ENA

**Date Received:** 11 April 2023 08:55

**Received By:** Lorraine Astill

### 2. CUSTOMER DETAILS

**Name:** [REDACTED]

**Tel:** [REDACTED]

**Address:**

[REDACTED]

**Email:** [REDACTED]

**Date Acknowledged:**

### 3. COMPLAINT/SERVICE REQUEST DETAILS

**Complaint/Request Type:** Noise-Alarm

**Date Occurred:**

**Details of Complaint or request:**

alarm been sounding since Sunday

**Concern Name:**

**Tel:**

**Concern Address:**

116 Albert Road

Southsea

PO4 0JS

**Trading Name:** Its Mustard

**Email:**

### 4. OFFICER

**Allocated to:** Lorraine Astill (Environmental Protection 1)

**Date Allocated:**

**Target Completion Date:**

**Closing Action:**  
**Date Closed:** 3 June 2023

**PROCESS DETAILS**

**Inspection Reference:** 2023/52/DC/015 **Inspection Type:** Other Request

**Date:** 11.04.2023 **Type:** Miscellaneous Activity **Officer:** Lorraine Astill

<b>Date:</b>	<b>Action</b>	<b>Officer</b>	<b>Notes</b>
03.06.2023	Review	Lorraine Astill	
11.04.2023	Telephone call	Lorraine Astill	call to comp alarm still sounding. Arranged to visit at 10:00am
11.04.2023	Telephone call	Lorraine Astill	call to licensing to ask if they had a telephone number for Joanne Johnstone DPS
11.04.2023	E-Mail	Lorraine Astill	<p>From: Lee, Ross &lt;[REDACTED]&gt; Sent: 11 April 2023 09:26 To: Astill, Lorraine &lt;[REDACTED]&gt; Subject: ITS MUSTARD</p> <p>Joanne Johnstone is DPS [REDACTED]</p> <p>Email is [REDACTED]</p> <p>Ross Mr Ross C Lee Licensing Officer</p> <p>Culture, Leisure &amp; Regulatory Services Licensing Service Civic Offices Guildhall Square Portsmouth Hants PO1 2AL</p> <p>Tel: [REDACTED] Email: [REDACTED] Web: <a href="http://www.portsmouth.gov.uk">www.portsmouth.gov.uk</a></p>
11.04.2023	Telephone call	Lorraine Astill	call to Joanne Johnstone informed her that there is alarm sounding at the property. She said that she was not at her best as she has

			had a death in the family. She said that she would deal with the alarm.
11.04.2023	Telephone call	Lorraine Astill	call from comp at 11:45 to say that the alarm had gone off.
11.04.2023	Telephone call	Lorraine Astill	msg from Joanne Johnstone at 14:53 she said that the alarm was in the cupboard under the stairs it was a fault. I will call you tomorrow regarding the other matters as cant talk today.
11.04.2023	Telephone call	Lorraine Astill	Hi Lorraine, it's [REDACTED] from [REDACTED] just ringing in regards to noise from its mustard 116 Albert Road reference number 23 Slash 00730 Slash EN I. There is an alarm that has been going off since about 5:30 yesterday evening and it can be heard throughout all of my flat. I've tried ringing every number that I can think of to try and get this sorted yesterday, unfortunately to no avail. Just wondering if you have any sort of contact number for the owner of its mustard because I believe he also owns the property above it if it is a property. Thanks very much. Cheers. Bye.
11.04.2023	Ad Hoc Visit	Lorraine Astill	visit to comps property alarm sounding throughout but could not be heard on Albert Road due to the traffic noise but could be heard at the rear door of 116. Owner of post office said that they could hear it as well. Went into the post office and alarm could be heard at the post office counter. Advised I would contact the DPS

#### PROPERTY HISTORY

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 shoutingI 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

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