

FAO: Richard Roberts
Environmental Health and Trading Standard
Plough Lane
Hereford
HS4 0LE
Sent: 12/11/25

To Elizabeth Laughland, Richard Roberts and/or whom it may concern,

Request for further information under Environmental Information Regulations 2004, and Freedom of information act 2000

Under the Environmental Information Regulations 2004, and Freedom of information act 2000, we request you disclose all information gathered during the investigation that led to the service of The Notice ref: **U/003876**, dated 24 October 2025. This includes monitoring data, officer reports, internal assessments, and correspondence relevant to the conclusion that a statutory nuisance exists.

We would like to specifically request:

1. Complaint History
 - a. A record of all noise complaints received by Herefordshire Council concerning OTG in the last five years.
 - b. For each complaint:
 - i. The date and time it was received
 - ii. Whether it was investigated
 - iii. The outcome of the investigation
 - c. The total number of unique complainants (not complaints) over this period.
Noise Monitoring and Evidence
 - d. A list of all noise monitoring activities undertaken by the Council relating to OTG in the past five years.
 - e. For each instance:
 - i. The date and time
 - ii. The location of monitoring
 - iii. The equipment used
 - iv. The readings recorded (e.g. LAeq, LAmx, LA90 etc.)

- f. Details of any BS 4142 assessments or similar acoustic evaluations carried out, including reports or data collected.
 - g. The criteria used by Environmental Health to determine whether a statutory nuisance exists (including thresholds such as dB levels above background noise, frequency, duration, etc.).
 - h. A summary of any evidence that directly links noise complaints to activities occurring at OTG, rather than other nearby premises or sources.
2. Context and reasonableness
- a. Out to Grass (OTG) is a licensed premises operating under the Licensing Act 2003, and runs a very limited events calendar. In that light, we ask the Council to clarify how OTG's activities are considered to fall outside what is reasonably expected for a licensed venue, and to explain how you have determined this statutory nuisance and the standard of reasonability applied, specifically in terms of:
 - i. Regularity of events
 - ii. Volume of events
 - iii. Sensitivity of complainants

We respectfully request a written response within 20 working days as per Regulation 5(2), EIR 2004, including any available documents, policies, reports, or correspondence relevant to the above. If some of the requested information is held by the Licensing Department or any other team, please forward the relevant parts accordingly.

Best Regards,

Clare Kelly - Events Manager - Out To Grass Leisure Ltd.

(on behalf of **Ian Johnson** - Director of OutTo Grass)

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A COPY OF THIS LETTER HAS BEEN ATTACHED TO APPEAL LETTER POSTED TO HEREFORD JUSTICE COURT, ENVIRONMENTAL HEALTH AND BY EMAIL TO ethelpline@herefordshire.gov.uk AND elaughland@herefordshire.gov.uk