

Directorate/Division: Economy and Environment
Team: Environmental Protection
Please ask for: Duty Officer
Our Ref: RRO/419474
Direct line: 01432 261668
Email: rroberts@herefordshire.gov.uk
Date: 24/07/2025

Mr Johnson
Out To Grass,
Woodend Farm
Bromyard Road
Cradley
Malvern
WR13 5JW

Email - [REDACTED]

Dear Mr Johnson,

**ENVIRONMENTAL PROTECTION ACT 1990
LICENSING ACT 2003 – LICENSING OBJECTIVE ‘PREVENTION OF PUBLIC NUISANCE’
WARNING LETTER- OFFICERS WITNESSED LOUD AMPLIFIED MUSIC
OUT TO GRASS, WOODEND FARM, BROMYARD ROAD, CRADLEY, MALVERN, WR13 5JW
SITE VISIT ON WEDNESDAY 30 JULY AT 12:30**

I write to inform you that on the 19/07/2025 at 00:50 our night-time noise team witnessed amplified music emanating from your entertainment area, which was excessive in volume for music, vocals and bass levels. I note from your event list you had a Malvern Magic event booking on this weekend.

My purpose in writing to you at this stage is to remind you that noise of this type can amount to a Statutory Nuisance, which the above legislation is designed to control. As the manager / license holder of the property you have a duty to ensure that residents of neighbouring premises do not suffer nuisance from any activity at your premises. Therefore, I would advise you to review and monitor the noise issue and take appropriate action to ensure noise shall not emanate from the premises so as to cause a nuisance. See enclosed leaflet and web site <https://www.herefordshire.gov.uk/environmental-health/problem-neighbours/3> for advice on preventing noise nuisance at events and licensed premises.

Having assessed the information gathered we would require a site visit to discuss this noise nuisance concern and assess the current site set-up and noise controls with regards to your entertainment activities. It is noted you have a number of events booked for the rest of the summer, so it is important we carry out this visit next week. I confirm myself and Mr Josh Greeves will conduct a site visit next **Wednesday 30th July 2025 at 12:30**. If you are unable to attend this appointment please confirm a suitable time and date for next week or arrange for someone to be available on your behalf.

In addition to officer observations of noise concerns, I confirm the area officer Mr Richard Roberts has received complaints regarding noise from this premises causing a nuisance to other residents in the neighbourhood not just for this last weekend, but also from previous events held this year. They have been issued a log sheet with instructions to provide more information if there is continuing problems following this letter and how it is affecting them in their property e.g. time, duration and impact.

Our night-time noise team will continue to monitor your premises when they are in the area. This may involve carrying out noise monitoring using one or more of the following methods; personal observations, noise level measurements and sound recordings. Please note if a Statutory Nuisance issue is identified then formal action, under the above legislation, will be considered.

Furthermore, I would remind you that under Section 136 of the Licensing Act 2003 it is an offence to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation (Premises Licence or a Temporary Event Notice). The Council's Licensing team have been made aware of this incident. The Council's licensing team may consider further action should there be any breach of the licence conditions.

Please can you confirm who will attend the proposed **site visit on Wednesday 30 July at 12:30** or provide an alternative date and time for next week. If we do not hear from you we will continue with visits as planned. The case officer Mr Richard Roberts is currently on leave until the 6th August so if you have any queries or wish to discuss the contents of this letter further, please do not hesitate to contact Josh Greeves 01432 261603 or myself on 01432 261676. Our reference number is detailed at the top right of this letter and should be quoted when contacting us.

Yours sincerely

ELISABETH LAUGHLAND
REGULATORY SERVICE MANAGER (ENVIRONMENTAL HEALTH)

Enclosed leaflets :

- Managing Entertainment Noise & Plan guide
- Statutory nuisance leaflet