

**From:** Laughland, Elisabeth  
**Sent:** 14 August 2025 23:41  
**To:** 'infoouttograss@gmail.com' <infoouttograss@gmail.com>  
**Cc:** Roberts, Richard <Richard.Roberts@herefordshire.gov.uk>; Greeves, Josh <josh.greeves@herefordshire.gov.uk>  
**Subject:** RE: Out to Grass - Noise complaints and visit to premises Ref 419474

Dear Mr Johnson

I wanted to follow up on our site visit on 30th July 2025, where Josh Greeves and I had the opportunity to discuss your noise management practices and events at the Out to Grass site. Firstly, thank you for meeting us and it was good to see firsthand how the events are managed at your site.

As we discussed during our meeting, we have been receiving complaints regarding noise from this year's events. These concerns were also confirmed by letters sent separately to our meeting. Additionally, our officer monitoring the area identified music that was clearly audible both in the surrounding area and inside the properties of local residents during your events. This has raised significant noise nuisance concerns, which is why we requested the meeting.

The meeting provided us with reassurance that you are taking these noise issues seriously. It was agreed that you would send us a comprehensive noise management plan, along with copies of your noise readings from this year's events. This will allow us to further review and address the noise nuisance concerns. Please could you provide this information by next Friday, 22nd August 2025, and ensure that you copy in the case officer, Richard Roberts, as well as Josh Greeves.

During our meeting, you also requested information on the complaints received by our service over the past ten years. Below is a table summarizing the number of noise complaints received each year:

Year	Noise complaints
2015	4
2016	2
2017	3
2018	1
2019	4
2020	1
2021	2
2022	5
2023	4
2025	2
Grand Total	28

We appreciate your cooperation and hope to work together to resolve these issues effectively. Should you have any questions or need further clarification, please do not hesitate to contact us.

Kind regards

Elisabeth

**Herefordshire.gov.uk**

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**Elisabeth Laughland B.Sc.(Hons), M.Sc., MCIEH CEnvH, MIOA**  
Regulatory Service Manager (Environmental Health)  
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**From:** Laughland, Elisabeth

**Sent:** 24 July 2025 18:40

**To:** 'infoouttograss@gmail.com' <[infoouttograss@gmail.com](mailto:infoouttograss@gmail.com)>

**Cc:** Roberts, Richard <[Richard.Roberts@herefordshire.gov.uk](mailto:Richard.Roberts@herefordshire.gov.uk)>; Greeves, Josh <[josh.greeves@herefordshire.gov.uk](mailto:josh.greeves@herefordshire.gov.uk)>

**Subject:** Out to Grass - Noise complaints and visit to premises Wednesday 30 July at 12:30 Ref 419474

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 am writing to bring to your attention there are ongoing noise nuisance concerns from your entertainment site, Out to Grass, located at Woodend Farm, Bromyard Road, Cradley, Malvern, WR13 5JW. As you are aware, we have been addressing these concerns for several years, and it has become necessary to conduct a site visit to assess your site noise management controls and discuss the issue further.

Our site visit is scheduled for Wednesday, 30th July, at 12:30 PM. If you are unable to attend this meeting at the proposed time, please let us know your availability for that week, or arrange for a representative to be present on your behalf. We want to ensure that this visit is convenient for you and that we can address the noise nuisance concerns effectively.

Attached to this email, you will find the letter detailing the ongoing noise nuisance concerns, as well as noise management and statutory nuisance advice information to assist you in reviewing your entertainment activities on-site. Please take the time to go through these documents to better understand the issue at hand.

Should you have any queries or wish to discuss the contents of the letter further before our meeting, please do not hesitate to contact me at 01432 261676, or Josh Greeves at 01432 261603. Additionally, please quote our reference number, which is detailed at the top right of the letter, when contacting us.

We look forward to working with you and your cooperation in this matter.

Kind regards,

Elisabeth Laughland

**Herefordshire.gov.uk**

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**Elisabeth Laughland B.Sc.(Hons), M.Sc., MCIEH CEnvH, MIOA**  
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