

Studio 36 Noise Monitoring Complaints & Actions

June 2021

Log Reference Time	Date	Complainant Name	Complainant Address + post code	Telephone Number	Reason for Complaint	Reported to who and how?	Action Taken
1856 hrs	12/06/21				██████████ has called to report that she can hear a drumming / band's music coming from what she believes to be Studio 36. ██████████ has requested a manager to call her back. Action Taken - He wanted to be reassured that the noise levels were being followed as he noted at the start-up (1855 hrs- Crew testing) the levels were 10db above the agreed limits. I have reassured him that we are monitoring the noise and there have been no levels of concern recorded. ██████████ said he was not complaining but being a good neighbour and letting us know they could hear it from the garden, and we should expect more complaints. I informed him that his was the only one taken by the resort. I completed a noise check at the -4- agreed points and have reported my findings via the iAuditor app. There are no concerns, noise was identified from local traffic, some resort music (not the Brass Band he said they could hear in the garden), rushing water and general music near Studio 36. I did explain to ██████████ that the prevailing winds were across the resort and towards his property and the sound was likely to travel. I asked him to call back if he had any concerns.	Email sent to: A2 W1 S1 S2 Saved to file	See reading taken on day at 19:33pm on day of complaint.

July 2021

Log Reference Time	Date	Complainant Name	Complainant Address + post code	Telephone Number	Reason for Complaint	Reported to who and how?	Action Taken
2121	10/07/2021				Called Controller to say he could hear noise coming from Resort. Says it was coming from Studio 36, but venue was not open at time of call. Levels lowered in Skyline Pavilion immediately by B1. No further issues.	S4 S1 and B1 by radio	No Further Action Required
1947	19/07/2021				██████████ stated that he can hear 'muffled' sounds from S36 while he is sat in his garden.	S4 and S1 aware.	See readings taken on date of complaint at 20:10pm
2017	24/07/2021				Complaint from ██████████ e too much noise from studio 36	Reported to S4 and B1 has made sure that the noise has been lowered.	See readings taken at 19:24pm & 21:30pm on date of complaint

August 2021

Log Reference Time	Date	Complainant Name	Complainant Address + post code	Telephone Number	Reason for Complaint	Reported to who and how?	Action Taken
1956	01/08/2021				Complaining about the noise from Studio36 & funfair	S4 and W1 are aware.	
1616	07/08/2021				██████████ phoned to complain about the noise coming from the circus tent, he said it was the booming sound that was disturbing him. He also mentioned he was speaking to the environmental health about the noise. ██████████ also commented that he was going on holiday soon.	S4 and S1 aware by radio and phone	N/A to Studio 36 Circus Complaint
2005	12/08/2021				Phoned to complain that the noise level of the circus and noise level other venues is too loud, and the bass is loud and all he can hear is boom, boom, boom	S2, S4 and ENTS made aware by radio. S2 going to do off resort noise monitoring.	Readings taken during complaint, levels appear to be within agreed limits throughout resort
1955	21/08/2021				Anonymous caller, refused to give any details and just complained about the noise from the circus. The caller then put the phone down without further communication.	S1, S4 note one log via control	N/A to Studio 36 Circus Complaint
2106	22/08/2021				██████████ called to complain about the sound children screaming within the vicinity of Splash.	S4 to investigate	N/A to Studio 36 Circus Complaint
1940	24/08/2021				██████████ called to complain about the noise in Studio 36. ██████████ was calling from Aldwick and could hear the noise from the pier. Said he called Environmental Health today and that Butlins should expect a visit.	Reported to Control, who made S4 aware S1 informed and was completing noise monitoring at S36 - all in order.	Readings taken at 19:34pm, levels appear to be within agreed limits throughout resort.

1958	28/08/2021	N	[REDACTED]	[REDACTED] called to complain about the noise from the circus, and that he is reporting it to the council. [REDACTED] was upset and swore during the conversation and although this was not directed at the caller, it is inappropriate that he does this.	S1 aware and reports completed noise monitoring via Auditor with results recorded at 44.6db	N/A to Studio 36 Circus Complaint
1334	30/08/21	A	[REDACTED]	Siren from Dodgems is loud and annoying and the music from the fair is louder	Reported to S4 and informed Leisure 1 about the complaint	N/A to Studio 36 Circus Complaint
1426	30/08/21	A	[REDACTED]	Siren from the dodgems is very loud and also some form of tany announcement keeps going on, its either from the Splash pool or the Dodgems/Go Karts	Reported to Sierra 4 and Leisure 1 via radio about the complaints	N/A to Studio 36 Circus Complaint
1957	31/08/2021	N	[REDACTED]	[REDACTED] called complained that he was walking along the beach and stated that Studio 36 was too loud, and he rung the environmental health and got about 400 plus signatures to get studio 36 to get it down.	S2 is aware and investigating ents 1 has turned the music down. Music turned further at the request of S2	Readings taken 30 minutes before complaint received, levels appear to be within agreed limits.

September 2021

Log Reference Time	Date	Complainant Name	Complainant Address + post code	Telephone Number	Reason for Complaint	Reported to who and how?	Action Taken
2120	03/09/2021				Called Controller to say he could hear noise coming from Resort. General complaint about 90's music on resort.		No Further Action on Studio 36 as not in use during weekend (Used as check in only)
1954	16/09/2021				Offsite noise complaint, no details given and refused to provide details		No Further Action
1300	17/09/2021				██████████ called but did not state what and where the noise was coming from. Threatened to upload onto social media and contact local council		No Further Action as location of complaint could not be confirmed.
2021	27/09/2021				Off site noise complaint, no details given and refused to provide details		No Further Action