



**Environmental Health**  
County Hall, Dorchester, Dorset, DT1 1XJ  
☎ 01305 251010  
🌐 [www.dorsetcouncil.gov.uk](http://www.dorsetcouncil.gov.uk)

Mr Michael Long  
Neon  
39 East Street  
Bridport  
DT6 3JX

**Date:** 21 September 2021  
**Ref:** 34778  
**Officer:** Jennifer Pickering  
☎ 01929 557328  
✉ [jennifer.pickering@dorsetcouncil.gov.uk](mailto:jennifer.pickering@dorsetcouncil.gov.uk)

Dear Mr Michael Long

**Environmental Protection Act 1990 (as amended)**  
**Licensing Act 2003**  
**Alleged Nuisance Complaints: Neon, 39 East Street, Bridport, DT6 3JX**

I understand that you are the DPS for the above premise. I am writing to you to advise that the council is in receipt of a number of complaints alleging that a noise nuisance is being caused at this address by loud music, noise from customers in the beer garden and leaving the premise. No judgement has yet been made on the validity of the complaints, and no evidence has yet been provided to show that a problem does in fact exist. At this stage I am simply writing to advise you that complaints have been made.

The Council is obliged to make reasonable enquiries in order to investigate whether a nuisance is in fact occurring. I have written to all the complainants asking them to keep records of any further disturbance and to contact me again if the alleged problem continues. However, if I do not hear from any of the complainants again, the matter will not be taken further.

We work in partnership with our Licensing Department and also Dorset Police where we receive complaints related to licensed premise. All information is shared with these partner organisations in the interest of ensuring that the licensing objectives are upheld. However, I should make you aware that even if you are fully compliant with the conditions on your license, if the noise is considered to be a Statutory Nuisance then our department must serve you with an Abatement Notice. Our department can also request specific noise control conditions be attached to a Premise Licence to prevent nuisance to neighbours. Can I take this opportunity to remind you that anyone may ask to review the licence if they believe that any of the four licensing objectives (prevention of crime and disorder, prevention of public nuisance, protection of children from harm or public safety) are not being upheld.

Additionally, we are inviting you to give your perspective on the complaint at an early stage and to provide information that may be relevant by completing and returning the enclosed form. Any information you provide will be kept confidential. Equally, I am not at liberty to reveal the identity of the complainant as it is this Council's policy to treat all complaints in a confidential manner. I look forward to receiving your completed investigation form. In the meantime, please do not hesitate to contact this office should you wish to discuss this matter further.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jennifer Pickering', written in a cursive style.

**Jennifer Pickering**  
**Environmental Health Officer**

*Encs*

**Nuisance Investigation - Information from the person complained about**

In order that this complaint can be dealt with in a fair way, we would like to offer you the opportunity to provide information you feel may be relevant. Please provide as much information as possible. Please note that any information provided will be treated as confidential.

<b>Personal Information</b>	
Your Name: Mr Mrs Miss Ms	
Address:	
Postcode:	Tel:
Do you own this property? If not, please provide contact details of the landlord or housing association.	

<b>About the complaint</b>
Do you understand the complaint that has been made about you?
Have any of your neighbours attempted to discuss this complaint with you?
If so, what was the outcome?

Nuisance Investigation Form Continued...

<b>About your relationship with your neighbours</b>
Are you currently in dispute with any of your neighbours about <i>any</i> issue that may have prompted this complaint being made about you? (We are unlikely to become involved in other specific issues, but it is helpful for us to know about other these now rather than later).

<b>Your view of the complaint</b>
Do you consider the complaint may be justified? If not, why not? If so, to what degree and what action might you be able to take in order to prevent further nuisance.
If you consider the complaint may be justified, would you be prepared to participate in mediation in order to resolve the issue?
Please provide any other information you think may be relevant to this complaint.

**Signed**..... **Print name**.....

**Date**.....