

12 April 2024

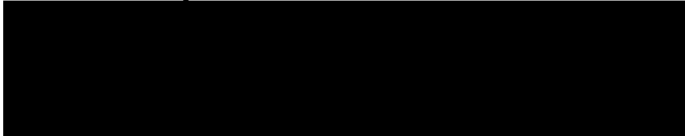
Whom It May Concern

My name is Sara Mihranian and I am a Neighbourhood Specialist with Onward Homes. Onward Homes currently lease the building at 6 Chestergate Macclesfield SK11 6BA which comprises 6 apartments and is adjacent to the business, Proper Sounds.

I recently had contact with Ms Lucie Wright, the proprietor of Proper Sounds, following reports from one of our residents of noise nuisance coming from Proper Sounds. We arranged to meet at Proper Sounds to discuss this matter further and try to resolve this matter. This meeting took place on 17 January 2024. I advised Ms Wright that in response to the report of noise nuisance allegedly being caused by Proper Sounds, reported by one of our customers at 6 Chestergate, Onward Homes had contacted all the residents at 6 Chestergate to find out if other residents were being affected by the alleged noise nuisance. All those who responded advised that they were not being affected by the alleged noise nuisance. Ms Wright and myself discussed the town centre location and that there will be a certain level of noise in that type of location. Ms Wright confirmed the days and times that the business is open and the approximate numbers of people that visit Proper Sounds during those hours. I advised Ms Wright that Onward Homes will continue to monitor the situation and if any complaints are made by our residents, will advise Ms Wright of these and work together to come to a resolution.

I can advise that to date, Onward have only received noise nuisance complaints from one resident at 6 Chestergate regarding Proper Sounds, with the last of these complaints received in November 2023. No further noise complaints have been received since then.

Yours faithfully



Sara Mihranian
Neighbourhood Specialist
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onward.co.uk

Onward is a trading name of:

- Onward Group Limited, a community benefit society registration no. 31216R Registered Provider of Social Housing No. 4649.
- Onward Homes Limited, a charitable community benefit society registration no. 17186R Registered Provider of Social Housing No. LH0250
- Hyndburn Homes Repairs Limited (trading as Onward Repairs), a company limited by guarantee registered in England 03538264

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