

Relevant Representations from other persons

Received on	From
09/08/2022	XXXXX
<p data-bbox="280 398 571 432">Dear Cheshire East,</p> <p data-bbox="280 472 1385 723">I write with reference to the recent application notice for the review of a premises licence for Cholmondeley Estates, Cholmondeley, Malpas, SY14 8EZ and would like to express my concerns in particular for late night/24 hour music events and the licence for serving alcohol into the early hours. This is on the back of the most recent (but also held in previous years) Outlook Festival held at Cholmondeley Castle, the most recent of which was between the 30th June – 3rd July 2022.</p> <p data-bbox="280 763 1385 943">As a local resident the noise pollution (I wouldn't even call it 'music') was on another level, the bass literally shock our house and the children and our pets suffered, as did we and other residents that had to work throughout the dates the festival was held and therefore unavoidably had to endured the thumping noise!</p> <p data-bbox="280 947 1347 1014">The communication in the run up and throughout was poor/non-existent for some residents.</p> <p data-bbox="280 1019 1372 1126">The communication / issue reporting tools 'broke' during the festival so feedback from residents was down at points over the course of the event. As too was the dedicated phone number.</p> <p data-bbox="280 1131 1340 1272">The sound checkers/engineers agreed the noise levels were unacceptable and way above the agreed limits but yet the organisers failed to act / act quickly enough to ease the tensions and annoyance to those who live nearby.</p> <p data-bbox="280 1276 1382 1384">The noise was heard and complaints voiced from members of the public from miles away from the site. Some reports as far as Audlem, Acton, Sound, Nantwich, Wrenbury and Whitchurch to name a few!</p> <p data-bbox="280 1388 1366 1496">Collectively, a huge number of people, local residents and the wider public were put out by this event and a repeat of similar would no doubt raise more complaints and anger amongst Cheshire East residents.</p> <p data-bbox="280 1536 1382 1753">The sheer volume of people who descended on our rural patch of Cheshire itself which led to increased number of cars, pollution, traffic issues and littering are other concerns. As too the management of festival goers who left the designated site and randomly venturing around the local area (there were a number of burglaries reported in the local area around this time, however I do not know if these were specifically linked or just a big coincidence).</p> <p data-bbox="280 1758 1362 1865">An event like the Outlook Festival isn't in keeping with the quiet, rural surroundings and consideration ought to be prioritised to those who live and work near to the estate.</p> <p data-bbox="280 1906 1375 2076">Cholmondeley Estates put on a number of events throughout the year and this includes a 'Party in the Park Jazz afternoon and a Classical music event' – these type of lower key, small events still allow the estate to make money and attract people to their business without causing stress and nuisance to those who live and work on the Cholmondeley estate and the immediate</p>	

Appendix **

surrounding area. Many years ago they used to host the Manchester Camerata and Opera along with firework displays where thousands of people attended but this never caused the amount of complaints as we have seen as this Outlook Festival has.

I am sure many locals would love to see and support more considerate, shorter durations and better planned events, ones which support, respect and enhance the beautiful area we live in. For example, a one off concert for a well known music artist, scheduled 1 or 2 gigs in the grounds of Cholmondeley Castle would go down much better than a noise polluting, 4 day, 24hour, alcohol fuelled event!

I am not against music events but this festival was far too loud, the bass too heavy, the event went on far too long in duration and the music was very niche! If granting a licence to the Cholmondeley Estate would enable and encourage them to host another Outlook Festival or similar then I personally would like to object and I believe if the local community were canvassed or event made aware of such feedback channels then a lot more would object too. Unfortunately a lot of the local residents are elderly and do not have the means to communicate (or even know where and how) to object and feedback their concerns.

I hope my views and feedback are considered as part of your event licensing review for the Cholmondeley Estates.

Yours Sincerely

Received on	From
10/08/2022	XXXXXX
<p>Dear sir/madam</p> <p>I live approximately 6 miles from where the "festival" took place and could hear every beat for the duration of the festival. I would never complain about loud music on Friday or Saturday night but this was Thursday and Sunday as well, I know that other people had to work Saturday and Sunday who were disturbed by the noise.</p> <p>The knowledge that they had a licence until 4am caused me anxiety as just thinking that the "music" would keep me awake actually kept me awake.</p> <p>This being said I did appreciate that they changed this and announced that they would in fact stop at 12 I believe.</p> <p>I would hop that the licence is changed not necessarily removed.</p> <p>Thanks for your time</p>	

Appendix **

Received on	From
10/08/2022	XXXXX
<p>To whom it may concern</p> <p>Regarding the above review.</p> <p>The noise from the outlook festival caused my wife and I a great deal of concern.</p> <p>We are both music lovers and love festivals but this was off the scale.</p> <p>We object strongly to that volume of noise going on till 4am in the morning.</p> <p>We would have no objection if the proceedings were brought to a close at a reasonable time say around 11--11.30 pm.</p> <p>Thank you</p>	

Received on	From
10/08/2022	XXXXX
<p>I wish to comment on the noise at Cholmondeley castle events. We live at XXXXX.</p> <p>The noise was excessive, it kept my husband and I up through the night, our dogs and horses were significantly disturbed. We were given no notice, no offer of cheap or any tickets not given any respect at all by the estate or event. The noise and the hours it was kept was quite outrageous. There have been many festivals there, the local residents are given no notice, or letters or any communication are arrogance is astounding and the inconvenience a disgrace. We have jobs and a living to make.</p>	

Received on	From
10/08/2022	XXXXX
<p>I would like to comment on this Application Review of the current licence for Cholmondeley Estate.</p> <p>The Estate has used their 24hr licence to host (which is planned to be) an ongoing yearly music event known as the Outlook Festival. This year, it was held on Thursday 30th June through to Monday morning, 4th July. Music began at 11am and ended at 4am. This music event has a bass-heavy genre and is built around a 'sound system culture'. The event boasted a multitude of sound systems: This is from the Outlook Facebook page 17th May;</p> <p>"Sound is a serious thing at Outlook Festival </p> <p>This summer we've upped the levels</p>	

✔. You're in for a treat next month as a massive ELEVEN sound systems and crews power the stages at [Outlook Festival: UK](#) 🎉 – excited is an understatement! "

I have a number of objections to this particular event, which in turn relates to the current 24hr licence.

1. The festival starting on a weekday
2. On-going for 17hours until 4am the next morning. Bad enough during the day but there was no chance of sleep at all at night.
3. The organisers at Outlook adjusted the sound levels to try and reduce the noise and also encased the speaker system with hay bales (see attached photos). This was not effective at all and potentially a fire hazard as an electrical fault could cause a fire. Also, swimming was allowed in the lake only to be reconsidered at the eleventh hour when it was discovered there was algae in the lake that could pose a health risk. Both of these factors illustrate a lack of basic Health and Safety concerns by Outlook and Cholmondeley Estate themselves.
4. Cholmondeley Estate never replied to my email during the festival regarding the noise; I just received a statement from Outlook attempting to placate the community.
5. The very fact that Cholmondeley Estate knew this event was going on well past midnight over 4 days. No consideration at all to local residents. I feel very much that the Estate are exploiting their 24hr licence holding events such as these.

I would have absolutely no objection to a music festival taking place at Cholmondeley, but this particular one I feel, is not suited to this area and wider community. And given we are in a quiet rural area, with Dairy farming and a number of racing stables in the vicinity, having this type of heavy bass noise going on until 4am in the morning I feel is completely unacceptable. There is no way this type of music can be made quieter, particularly past midnight.

Regarding the licence, If at all possible, I would like it to be reviewed to end any entertainment at midnight latest, to prevent Cholmondeley Estate from taking advantage and having a repeat of this year's event,

Kind regards



Appendix **

	Received on	From
	10/08/2022	XXXXXX
<p>Dear Sir/Madam</p> <p>I am emailing in response to the Cholmondeley Estates application for the review of their premises licence</p> <p>I actually live on the Cholmondeley Estate and have done so for nearly 7 years now.</p> <p>I am under the impression that they currently have a 24-hour licence, which I strongly feel needs to be considered now it is up for renewal</p> <p>The recent festival that took place there had live music playing for 4 days running, from 12 midday until 5am (the volume and bass was intolerable and could be heard for miles around. One comment I saw on facebook was that it could be heard in Hurleston – approximately 7 miles away as the crow flies) Although I have no problem with events being held at Cholmondeley Castle, I do have a problem with being kept awake all night when I have to be up at 5:30am for work (Along with hundreds of other people in the surrounding area)</p> <p>Not only this, but the amount of people walking down the A49 was ridiculous (I am amazed that nobody was killed as a result)</p> <p>The other issue I had personally was the actual response from one of the Cholmondeley Estates agents (XXXXXX) when I drove round to complain about the noise. He told me that he'd not long been around where we live, and the noise levels were fine!</p> <p><u>The purpose of the email is not to try and get the licence removed, but to perhaps get the licence to play music to be limited to maybe no later than 11pm</u></p> <p>As you are probably aware, Delamere Forest holds several concerts/gigs in the summer, that all finish at a reasonable hour – Having attended a few of these over the years, they seem to be very successful and therefore would be welcomed by myself at Cholmondeley Castle – But as long as a curfew is in place</p> <p>I am asking that you please consider the local residents when the application comes up for debate/discussion</p> <p>Kind Regards</p>		

	Received on	From
	10/08/2022	XXXXXX
<p>The music at this festival was totally out of order. We live about 4 miles away and it was as if it was next door. I saw reports that it could be heard up to 13</p>		

Appendix **

	miles away. After complaint on the first night the base was turned down on the Friday night only to come back with a vengeance on the Saturday night. Apart from disturbing local residents I wonder what effect it had on local wildlife especially those who feed at night? Any such event in the future should finish no later than midnight. XXXXX
--	--

Received on	From
10/08/2022	XXXXX
<p>Dear Sir</p> <p>I write following the recent outlook festival and in respect of the specific review you are undertaking:</p> <p>The grounds for the review application are:</p> <ul style="list-style-type: none"> • Prevention of Public Nuisance • Disturbance caused to local residents by festivals held at the premises <p>In response to the above 2 points, as a resident living 1-1 ½ miles away from the recent Outlook Festival, I can honestly say I have never experienced anything like it my life.</p> <p>The festival was a sound system Dance event – so repetitive, pulsating, loud thump thump thump from around 11am to 4am the following morning. It was scheduled for 4 consecutive nights (but stopped midnight Sunday). We live on a road that is in use most of the day for business traffic and this starts at 6am every day including weekends.</p> <p>In essence there is no respite for 4 days. After 17 hours from 11 am to 4am, it is impossible to switch off and go straight to sleep after such a loud, pervading and monotonous onslaught to the senses. The residual effect carries over. Then at 6am the traffic starts.</p> <p>I can normally sleep very easily, but I could not through this, and after the festival was finished, I felt like I was severely jet lagged.</p> <p>Far be it for me to spoil people's enjoyment, but there needs to be some balance and consideration. An 11pm complete cut-off of any sound would still yield 12 hours of music for concert goers to enjoy, whilst giving some relief to local residents. 17 hours each day is completely unreasonable and the lack of any reprieve could exacerbate and contribute to mental health issues.</p> <p>Although your review does not include Health and Safety, as a responsible employer working in Healthcare and other industries, safety is paramount in everything my teams do. I noted a couple of disturbing practices and promotions which I think warrant further investigation.</p> <p>Firstly high powered electrical equipment was surrounded by straw bales in an attempt to muffle the carry of sound. This act seemed to be an impromptu response to complaints on the night. Not only are straw bales in this situation inherently dangerous, the spontaneous nature of this in the heat of the moment in all likelihood means no suitable risk assessment was done to protect staff, performers and public. Impromptu actions are one of the biggest causes of accidents in the UK. One spark from a faulty cable or cigarette, and there could have been a disaster.</p> <p>Secondly, it was widely promoted with seemingly little oversight or risk assessment that concert goers were encouraged to swim in the lake. Open</p>	

Appendix **

	<p>water is cold and dangerous, and not a place for anyone to be contemplating lightly let alone alcohol fuelled concert goers being stimulated to have a good time in the lake. There are a lot of weeds in the lake to catch people. I hope they had numerous life guards. In the end this did not go ahead because of an algal bloom, not because of Health and Safety.</p> <p>In summary, I do believe this was an event poorly conceived and operated with little consideration for local residents, nor seemingly from a health and safety point of view for the concert goers themselves.</p> <p>Regards</p>
--	---

Received on	From
10/08/2022	XXXXXX
<p>I am writing in response to the review of the premises licence in respect of the premises known as Cholmondeley Estates, Cholmondeley, Malpas, SY14 8EZ.</p> <p>I wanted to put forward my comments as a local resident who is consistently disturbed when large scale festivals of a certain type (usually dance, drums and bass) have taken place at this site (in recent times 'One Tribe Festival' and 'Outlook Festival'. The main difference and issue with the aforementioned events I speak of at Cholmondely is that they are running until 4am (ref. Outlook Festival which took place recently this year and One Tribe which took place around 2017 - this ran till approx 6am and potentially didn't have the right licence), and they are also running until 4am on working days (however it is prudent to bear in mind even weekends are also work days for nurses, airline pilots etc). This is totally unacceptable, has caused horrific problems with working in the past, and I also suffer noise anxiety (hence my efforts to live in a normally quiet place!).</p> <p>Compare this to Bolesworth who run events within the normal 'sociable hours' time frames - usually 2 or 3 days over weekend with loud music finishing at 11pm. Cholmondeley should be encouraged to also operate within reasonable social hours I believe, and not only that, the event music types we have been subjected to are drum and bass - this is incredibly powerful and resonant and creates a non-stop thud thud, hence quite different to some of the other events in the area and not as 'mild'. it is completely unsociable. This year's Outlook Festival subjected us to approx 16 hours of non stop drum and bass each 'day'</p> <p>The distance the noise can travel is quite phenomenal. We are talking miles. You can expect the disturbance to be quite clear within a 8 mile radius. This means it affects more people than you think. Please bear this in mind. Many residents have had to endure disturbance to animals/livestock also during these events.</p> <p>The events we've had at Cholmondeley create real issues that affect areas such as mental health, environment, wildlife/pets/animals, in practice, and the</p>	

Appendix **

<p>council is not supporting residents of this area by allowing these types of festivals in their current format (multiple days, 4am finish). These events are too loud and go on too long. This is not reasonable. it is normal practice and tolerable to go to 11.30 - midnight. It is NOT tolerable to go beyond that especially on workdays.</p> <p>I really do think these types of events need to be carefully considered - please bear in mind that they normally take place in party holiday destinations 99% of the time - Ibiza etc if you look at the festival history. Here isn't really the place for them and as residents it feels like organisers force this on us, despite complaints. The livestock and residents etc are in the correct place (their homes) and this isn't Ibiza or a holiday party hot spot - it really would be best if they stuck to those more suitable environments for this nature of event.</p> <p>People really underestimate how much this noise travels - and to great clarity, especially drum and bass music. One Tribe festival was disturbing people in Wrenbury! Outlook was unbearable in Ridley where I live (you couldn't even hear the television clearly on the Friday night - a day we endured 16 hours of constant drum and bass thudding upto 4am!)</p> <p>As I said, these are not events like the pagent of power that used to take place there, or the Carfest at Bolesworth (all operating to reasonable timeframes) - these recent events have been running at unsociable volumes at unsociable hours over extended periods (4 and 5 days) i.e. beyond the normal weekend.</p>

Received on	From
11/08/2022	XXXXX
<p>Good Evening, I just want to put in writing about my objection to the licence that Cholmondeley Estate have to play loud music till all hours. We live and work on the estate and whilst the outlook festival was on we got 2hrs sleep a night and my son was expected to go to school on this as well. There wasn't a chance of sleep the whole house was vibrating and all our horses that were in about 75 of them were all distressed by the noise from 12pm-4am. This can't be allowed to happen again next year to the levels of this year I've never heard noise like it. I complained to both Cholmondeley estate and the outlook festival with little response they sent around there sound monitor he said he told them it was too loud but they didn't care.</p> <p>Many thanks</p>	

Received on	From
12/08/2022	XXXXX
<p>I very strongly object to the renewal of this Licence . I live in Bickley Moss in sheltered accommodation the noise from the recent festival was horrendous not just one day but 4 in fact from early on the Friday just a boom boom noise</p>	

Appendix **

	<p>with no let up my head was banging I dread to think about people who lived any nearer .</p> <p>I rang the estate and left messages also e mailed but to no avail.</p> <p>I left my home for some of the time and stayed with a family member I couldn't stand it anymore my head was banging from it . We shouldn't have to do that it went on until at least Midnight.</p> <p>Therefore I strongly object to this Licence being renewed</p>
--	---

	Received on	From	
	13/08/2022	XXXXX	
	<p>We wish to express our concern over the Outlook Festival held at Cholmondeley Castle recently. The venue allowed extremely loud reverberating music to be played from 12 noon until 4 am each day from Thursday to Sunday night. We live in Wrenbury and could clearly hear the drumming/base notes even in the house with the doors and windows closed. This is unacceptable - it disturbed the peaceful enjoyment of our home and garden and I am sure numerous other households were affected too. Any such future events should be restricted to much lower sound levels and reasonable hours of music, not for 16 hours each day ending at 4am! Please take the concerns of local residents into consideration when making your decision.</p> <p>Thank you</p>		

	Received on	From	
	13/08/2022	XXXXX	
	<p>I am writing this email in regards to outlook festival on cholmondeley estate. I live local and I work at XXXXX. As a resident I think the noise levels were beyond disrespectful and outrageous. I have been to many festivals however I cannot understand why they were able to play the music to the noise level they were. I had spoken to people who were attending the festival for the entirety and even they had said how it was just too loud and the music went on for too long. Not only did it disturb the residents massively but the horses I work with were constantly distressed and frankly it is a welfare issue. I tried to give it a chance and I went to check it out and frankly the amount of drugs openly on offer and the stench of weed in the air was a disgrace. Driving to work early in the morning there were people flat out in the road and walking in the roads clearly under the influence which obviously is very dangerous. I hope u take into account the amount of disruption this festival has caused and take our opinions into account.</p> <p>Many thanks</p>		

Appendix **

Received on	From
13/08/2022	XXXXX
<p>Hi,</p> <p>I'm writing this email to complain about the Outlook festival. As a resident on cholmondeley estate I have to say living here whilst this festival was on was horrendous. The time it went on until was incredibly disrespectful to residents on the estate I also work with the horses at XXXXX and they were distressed the whole time it was on. I was unable to get any sleep the whole time it was on so even tried to give it a chance and go over to have a look at the amount of drugs on offer was quite frankly disgusting. The whole place stank of marijuana anywhere you went on the premises and driving into work the next day there were people passed out all over the roads. I think that the whole event tarnished the reputation of the area we live in. I hope you can find a way to solve the issues i and many other residents have brought to light.</p> <p>Many thanks</p>	

Received on	From
14/08/2022	XXXXX
<p>Dear Sirs,</p> <p>We wish to make representations in the review of the above licence on the following grounds:</p> <ul style="list-style-type: none"> • The Outlook Festival that took place during 30th June to 3rd July cause us substantial distress due to the volume of the noise and the length of time it persisted. • The Event's Compliance Manager who visited us at 3.00am on Friday Night/Saturday morning confirmed that the noise levels were unacceptable. • After two nights of noise as late as 4.00 am we had to move away to get some sleep and respite. <p>Based on the above we are satisfied that Cholmondeley Estates allowed a Public Nuisance to take place and continue on their premises and we can confirm that the Festival caused Disturbance and Distress to local residents.</p> <p>We would also wish to point out certain misleading information stated by the Outlook Festival organisers, and in particular their claim that residents were informed of their activities in advance of the event. No such consultation ever took place with us – and we live adjacent to the Cholmondeley Estate curtilage.</p> <p>We further understand that Cholmondeley Estate intends to hold further similar festivals on their site despite us contacting them to express how the loud noise as late as 4.00am has caused us to suffer loss of sleep and we feel that their allowance of such a sound festival is inappropriate and disrespectful to their neighbours.</p>	

Appendix **

	<p>We hope that Cheshire East Council will support the review of the present licence so that future events will terminate no later than midnight.</p> <p>With kind regards,</p>
--	---

	Received on	From	
	17/08/2022	XXXXX	
	<p>I wish to complain about the recent music event at the above location. We live about a mile from the Castle and over the years have become accustomed to hearing the noise from several events. However, when it is quite impossible to sleep until an end time of 4am. we think that shows a total disregard and thoughtlessness for nearby inhabitants, although many people living much further away from the Castle than us were disturbed by the loud music.</p> <p>Surely it cannot be right to allow loud music to be played until 4am for four consecutive nights and we have not heard of anything similar in the U.K. including Glastonbury! I have written to the Cholmondeley Estate expressing my concerns and I am sure as a Council you would want to know my views, as I think households in the surrounding district to Cholmondeley are entitled to more consideration and fairness.</p> <p>Needless to say, if Lady Cholmondeley we're still alive, this state of affairs would never have been permitted.</p>		

	Received on	From	
	20/08/2022	XXXXX	
	<p>Dear Sirs,</p> <p>We wish to make representations in the review of the above licence on the following grounds:</p> <ul style="list-style-type: none"> • The Outlook Festival that took place during 30th June to 3rd July caused us substantial distress due to the volume of the noise and the length of time it persisted. • The Event's Compliance Manager who visited our neighbours at 3.00am on Friday night/Saturday morning confirmed that the noise levels were unacceptable. • As my husband suffers from acute anxiety which is exacerbated by lack of sleep we felt that we had no option but to move away for the duration of the Festival (at our own expense) to ensure his mental health and wellbeing. <p>Based on the above we are satisfied that Cholmondeley Estates allowed a Public Nuisance to take place and continue on their premises and we can confirm that the Festival caused Disturbance and Distress to local residents.</p>		

Appendix **

	<p>We would also wish to point out certain misleading information stated by the Outlook Festival organisers, and in particular their claim that residents were informed of their activities in advance of the event. This is untrue as the first we knew of the event was when the yellow road signs went up just prior to the festival. We were never consulted nor did we receive any written communication and we live adjacent to the Cholmondeley Estate.</p> <p>We further understand that Cholmondeley Estate intends to hold further similar festivals on their site despite our neighbours contacting them to express how the loud noise as late as 4.00am had caused them distress and suffering due to loss of sleep and we feel that their allowance of such a sound festival is inappropriate and disrespectful to their neighbours.</p> <p>We hope that Cheshire East Council will support the review of the present licence so that future events will terminate no later than midnight.</p> <p>Yours faithfully</p>
--	---

	Received on	From	
	22/08/2022	XXXXX	
	<p>Hi,</p> <p>With reference to the review of the above applicants Premises Licence: Licensing Act 2003, I should like to provide my confirmation of recent events, which have caused us distress in terms of excessive noise, especially at extremely unsociable hours. As a private householder and neighbour of the above Estate, we had to endure the highest levels of sound we have ever experienced from any previous event when they staged the Outlook Festival at the beginning of July 2022.</p> <p>My complaint to the organisers was sent by email and I quote my comments to them:- <i>"I write to formerly complain about the extremely excessive noise that we experienced last night until about 03-50. The bass and volume was so extreme that we could not sleep. We had no advance notice of this event as per your website for local residents. With notification we could have arranged a weekend away from this horrendous intrusion on our privacy!! We understand that this will continue for the next three nights and would request that the volume be turned down and turned off at a more sensible time of say midnight."</i></p> <p>Needless to say the volume was adjusted down on the Friday evening, only to be turned back up on the Saturday and Sunday evening. Sound engineers from the event verbally informed us (after frequent complaints by us) that indeed a number of stages at the event were exceeding acceptable levels and suggested that they would be advised to reduce the volume. This did not really happen!! Friday and Saturday the noise continued into the early hours (about 4am), and we were unable to sleep. On Sunday the organisers did, appear to have the event finish at about midnight.</p> <p>I seriously request that reductions in noise levels and times of operation of events are restricted to levels that we can enjoy our locality and sleep as any other people would expect to be able to do.</p>		

Appendix **

	<p>Many thanks for your assistance.</p> <p>Regards</p>
--	--

	Received on	From
	26/08/2022	XXXXX
	<p>Dear Sir,</p> <p>I live in Croxton Green on the edge of the Cholmondeley Estate and on the evening of July 1, around 11pm, my windows and doors were vibrating due to the sound from the Outlook festival.</p> <p>I contacted the festival hotline simply to ask that the sound levels be turned down but was told I would have to wait for a sound engineer to be dispatched in order to test the sound levels. By 1pm no engineer had arrived and the sound had not abated, although it did wax and wane at times, I think perhaps because the sounds from the various stages combined and somehow compounded each other.</p> <p>I have no objection to any public events as long as they are legal, orderly and held predominantly during daylight hours. But I fail to understand why it should be necessary for any event to make so much noise until 4am for so many nights running. A curfew at 11pm or midnight would not in any way impair the enjoyment of the festival goers.</p> <p>Faithfully,</p>	

	Received on	From
	29/08/2022	XXXXX
	<p>I work on the Estate and live in Norbury.</p> <p>On the 4 days of the music festival the noise was loud booming and pounding it commenced at 12am mid day and finished at 4am the following morning. I could not escape it for the 16 hours is proceeded to penetrate the buildings on the Estate and unfortunately where I lived 4/5 miles away.</p> <p>The noise was so loud in Norbury that my cottage literally rocked and the "music" in my garden was clear and loud. It gave no peace inside, it boomed through the floor. I have to get up for work at 6am I work 7 days a week. For those 4 days I was unwell and suffered sleep deprivation. It took me another week to recover. Living through it was torture. I could not leave the area to get relief as I live and work in it, and have domestic animals.</p>	

Appendix **

I am not against festivals, if they are well managed. However, I will always be against any event that goes on past midnight and at the volume that particular festival was aimed to be at. Apparently the Outlook festival is a noise festival. Why it was allowed to be held on Cholmondeley I cannot imagine. It is the most inappropriate venue I can think of. Cholmondeley Management gave no thought to the residents of Cholmondeley and gave no thought to the hundreds of people living and working in the area. It is countryside and people make their living from animals. Workers are up early in the morning milking cows/riding horses which also are severely effected by noise.

I have a shop and did speak to many festival goers, they were nice people who enjoyed festivals, many of them told me they went to all the festivals of a summer. They said that they were enjoying the festival, but that they were getting no sleep and were exhausted and their ears were ringing. They stated that they were used to festivals ending at midnight and were happy to be in bed at 1am. One young man said he was leaving the festival as it was too loud and he was suffering with his ears.

At the time of the event I did complain to local councillors, I also complained to the music festival organisers, and I would state that when I emailed them on Saturday midnight to inform them that the music was so loud it was distressing, they turned it up even more. They were irresponsible. I cannot describe how miserable it was living close to this event (4/5 miles!). If the wind is in your direction, you as a resident are in for real noise problems.

Therefore I appeal that this music license is granted until midnight only so people that work in particular can get some sleep.

If you drive and use machinery under the conditions of lack of sleep you are a danger to everyone around you and yourself.

I was driving tired those 4 days let alone farm workers.

I have never in my long life heard of a festival going on till 4am. I heard it travelled as far as Shrewsbury on the Saturday morning they could hear it in the early hours. That did not surprise me.

Received on	From
29/08/2022	XXXXX
Dear Cheshire East. I am writing to formally complain regarding the horrendous noise and disturbance experienced whilst Cholmondeley Castle held the "Outlook Festival" earlier this summer. We live some 4 miles away and the noise of electronic thumping started on Day one of the festival at 4pm. Yes, mid-afternoon! It was to be heard through our home [with double& some triple glazing], windows shut. The noise was continuous for 12 hours finally ending	

Appendix **

at 4am on Day2. It drifted across the fields and became even more noticeable as the evening progressed. NO SLEEP whatsoever.

Following 'phone calls to the estate office and subsequently to Cheshire East, it appears that during that day someone contacted the festival and we were assured that the noise would subside. It did, slightly and we were graced with an email from the festival apologising that lunchtime, thus proving that they COULD control the noise output.

However, presumably after the inspector had left [or whatever contact had been made] the noise increased again. It was 4am AGAIN before the cacophonous electronic rave type thumping stopped. NO SLEEP. The ground was literally vibrating. By the Sunday [last day] it was promised that the noise would terminate at midnight [because people in the area needed to go to work next day] and it did end at midnight.

Quite frankly we were horrified that ANYONE could make that amount of continuous "rave" Club style electronic thumping all night till 4am ANYWHERE causing public disturbance and preventing sleep across the fields.

This is rural Cheshire- not down- town Ibiza.

Kind regards

Received on	From
30/08/2022	XXXXX
<p>Hi,</p> <p>Thank you for the opportunity to comment on the issue with Cholmondeley Estate.</p> <p>To put it mildly we as a family were gobsmacked that this event was allowed to go ahead in the first place and secondly that the organisers were not forced to take drastic action to stop the noise issue after the first night.</p> <p>The first point has got to be the noise level which was quite frankly ridiculous. The number of people affected by this is huge and if any future events are going to be permitted then the level needs to be dramatically reduced. In particular the thudding which we could hear quite clearly over our tv and radio. I work from home and had to endure 16 hours per day of this to the extent that a work colleague could hear it when he phoned.</p> <p>Secondly the length of time that this went on for. As I said above I work from home and endured 16 hours of this torture each day. For this to continue until 4am is totally unacceptable and must not happen again. My wife worked on the Friday and Saturday and attempted to function normally performing consultations and operations with literally no sleep. By the time the racket stopped at 4am and we were able to actually get some sleep it was virtually</p>	

time to get up again. Our neighbour starts work on his farm each morning at 5.15, 75 minutes after the noise stops!!!

The third factor is the number of days that this was on for. Thursday to Sunday means that having had a normal night's sleep on the Wednesday night the next opportunity for a proper night is the following Monday. This is not only an issue at night, it is also an issue during the day as we cannot be outside or have windows and doors open without hearing the noise.

We have several other venues around us, Combermere, Alderford and Wrenbury Hall as examples. We do occasionally hear sound from all of these but it is nowhere near as loud and always stops at a sensible time allowing anyone within ear shot to get a night's sleep. They are obviously keen to get on with their neighbours and Wrenbury in particular will always advise the local community if fireworks have been requested at an event giving precise start and finish times thus allowing everyone to be aware and to prepare their pets etc.

I want to make it clear that I have no issue with Cholmondeley Estate hosting events but this one was totally unacceptable and shows a clear lack of care or respect for the local community. To continue until 4am is simply not acceptable! How many children and students preparing for exams had their studies and sleep disrupted? How many people who had to get up for work or who were just going about their lives were disrupted? The numbers must be in tens of thousands. We have friends in Whixall who were disturbed, that is over 10 miles as the crow flies!

I have copied the text of an e-mail to feed back to the organisers and Cholmondeley following their admission that they had received a large number of complaints, this is below.

"To feedback to you following your e-mail. Friday night here in Wrenbury was slightly quieter as the wind was blowing from us towards Cholmondeley but was still audible up to 4am. Saturday night/Sunday morning was horrific and was louder than both of the previous nights put together. We tried all sorts including leaving the radio on but the booming noise could quite clearly be heard above this. My wife was working all day Friday and Saturday and did her best to consult and operate on the three hours of sleep that we managed to get between 4am and 7am.

Your attempts at noise reduction were totally ineffective and, considering that you accept that the complaints were from a wide area, you should have taken more robust action. This whole event is totally selfish abuse of the local (and not so local) community. Thousands must have been affected by this including children who were at school on Friday, students taking exams together with the rest of us who have to go to work. Why do they assume that people only work Monday to Friday? There were shift workers who couldn't sleep during the day and many of us who couldn't even have our windows or doors open for 4 days. Cholmondeley and you as organisers have well and truly "shafted" the neighbours with this stunt and serious action needs to be taken to make you realise this and amend any possible future operation accordingly.

Appendix **

Thank you again for the opportunity to comment on this issue. I have been in touch with Councillor Stan Davies and our MP Edward Timpson as I feel very strongly that Cholmondeley Estate and the organisers of this event should not be able to ride rough shod over the local and not so local community. I ultimately hold Cholmondeley Estate and their Estate manager responsible for this situation as they are the land owners and venue operators and have ultimate responsibility over what takes place and how it takes place. I believe that unless the noise level can be proved to be down to an acceptable level and the finish time amended to midnight at the very latest then these events should not be permitted. Please do not hesitate to contact me if I can be of assistance or you require further information.

Kind regards,

Received on	From
01/09/2022	XXXXX
<p>Dear Sirs,</p> <p>This is an extremely sensitive subject, and it is with a heavy heart that write to you now. I have so enjoyed living here in Cholmondeley Park for the past 22 years and wish to continue doing so.</p> <p>I really enjoy many types of music, but the Outlook Festival held here in Cholmondeley Park from Thursday 30th June – Sunday night was extraordinarily loud to the extreme.</p> <p>I contacted Chris Beale SPLtrack (environmental management company) on the Thursday evening and he kindly visited me around 8pm to hear it for himself. The vibration and noise in my Cottage was unbearable. When he arrived on opening my garden door he immediately stated that the “noise and vibration were totally unacceptable.”</p> <p>Unfortunately, I also had reason to call him out again on the Saturday night. My Cottage was built c1850 and felt every vibration as did myself and my two elderly dogs. Sleeping was impossible as the music continued until 4am in the mornings.</p> <p>I did write after the event to Cheshire East council officers, but did not receive any response. My concern is whether this Festival is going to held again over the next four years as I am led to believe it is a five year contract.</p> <p>My proximity to the event brings concerns to my health and wellbeing if it is to be held again. Surely this event does not have to be so excessively loud and disturbing not only to myself but to the other residents.</p> <p>Please would you keep me informed. Thank you.</p>	

Received on	From
02/09/2022	XXXXX
<p data-bbox="284 327 517 358">Dear Sir/Madam</p> <p data-bbox="284 400 1366 468">I am writing re the license review of the Cholmondeley Estate re the Outlook Festival and I would like to make the following observations.</p> <ol style="list-style-type: none"> <li data-bbox="284 510 1374 871">1. I live on the estate and have done so for a number of years. I live approximately 500m from the outlook festival site, I was at home for the duration of the festival. From a noise nuisance point of view I did not regard noise from the festival as a nuisance. I would much rather Cholmondeley estate held an event over 4 days when I can choose to arrange to leave for that weekend than having all the summer weekends with weddings etc every weekend which are likely to cause regular nuisance. A one off event like this didnt constitute a nuisance in my experience and view and I would much rather have an annual one off event around which I can plan to leave if I chose to than regular noise every weekend from weddings and parties. <li data-bbox="284 913 1382 1093">2. This is not my genre of music - although my daughter loved it. It is a rural area with limited events of this type that she is able to go to and for her and others of her age they seemed to really enjoy it - even if it was not to my taste! There are so few events for people her age in Cheshire East and West that she can go to which plays the music and genre that 20-30 year olds like. <li data-bbox="284 1135 1370 1426">3. I was really impressed with the ethic diversity of the event. I thought it was great to see that diversity enjoying the countryside. I went onto the festival site twice during the weekend and everyone I spoke to was very friendly. I saw no violence or aggression from anyone attending. I know the countryside is poorly visited by BAME communities and I felt the event was likely to encourage everyone attending the festival to see the countryside as a place for everyone to enjoy. Whether young or old and from all or any background and heritage. <li data-bbox="284 1469 1378 1570">4. The organisers were responsible and cleared up the site effectively. They had clearly responded to local concerns by turning down the levels of music on the Saturday night and after 11pm. <li data-bbox="284 1612 1382 1713">5. There was a clear benefit to the local shop and local cab companies from crewe and I am sure to other businesses in Whitchurch/Bunbury and possibly further afield. <li data-bbox="284 1756 1362 1935">6. I have a contemporaneous recording made on the Sunday afternoon in my garden where the loudest thing you can hear are the birds. I did this as I could see that a number of local people were making claims about windows rattling etc which did not relate to my and my families personal experience, despite our close proximity to the festival site. <li data-bbox="284 1977 1318 2078">7. I have experienced more noise nuisance and lack of concern from the pony club events where speakers have been placed directly outside my house with constant "beeping" throughout the day making it virtually 	

Appendix **

impossible to work and loud announcements about competitors having to go to the dressage rings. Absolutely no effort being made to minimise any noise impacts. At the outlook festival straw barriers were constructed and speakers had bale noise barriers built around them.

8. The car park was directly next to my home but again there was no noise nuisance and those attending the festival did not wander into my garden or use it as a public convenience. There was lots of loos provided for the festival goers and they seemed to respect the property around them

I am happy to provide the recording to the council if it deems it relevant. Please redact my personal address from public view if this comment will be published

Yours sincerely