

## **Additional evidence received 29.09.22 from TLT Solicitors on behalf of New Bohemia Music Group organisers of the Outlook Festival**

### **Email contact with residents from organisers of the Outlook Festival - 1 July 2022**

----- Forwarded message -----

From: **Event Control - Outlook Festival** <[eventcontroloutlook@gmail.com](mailto:eventcontroloutlook@gmail.com)>

Date: Fri, Jul 1, 2022 at 4:39 PM

Subject: Outlook Festival - Statement from organisers following local disturbance

To:

Dear local community,

We would like to offer our sincerest apologies to anyone that has been disturbed by the off-site sound levels.

We are aware of issues regarding sound levels in the local area and have been monitoring this closely, reducing sound levels and removing bass to reduce impact.

A number of the complaints received came from a substantial distance from the site. This was due to environmental conditions whereby a temperature inversion created higher sound levels at distance than locally to the site. It may be that we experience similar conditions over the weekend therefore we aim to ensure that any location at which the festival is detectable does not suffer bass impact. It will not be possible to guarantee that the festival will be undetectable but we do aim to ensure that disturbance is kept to a minimum.

Regrettably, alongside this we experienced some technical issues with our temporary phone system which meant we weren't able to take calls or call out for a period of time on Thursday late afternoon into part of the evening. We were however able to investigate all reports that were left via answerphone or the Sound Log Portal which has remained fully operational throughout.

Additional resources have been secured to ensure that internet services on the site are sufficient to guarantee that the phone lines remain accessible.

For the remainder of the weekend we will be working to ensure that minimum disturbance is caused. In order to achieve this we are initiating a number of procedures including:

- Removal of sub-bass elements from the loudspeaker systems
- Reduction in noise level from all systems on the site
- Increased management presence to ensure there are no mistakes

**Sunday evening** - taking into consideration comments regarding disturbance before a working day. We have taken this on board and have curtailed operating hours to midnight on Sunday.

Our teams will continue to monitor levels on-site and off, taking regular readings and logging these on our system.

We invite open communication between the local community and Outlook Festival. Further details for local residents are available via our website: <https://outlookfestival.com/local-residents>. On this page you'll find details on our sound reporting portal and additional contact information.

We absolutely accept our responsibilities to the community and we wish to assure you that every effort is going into making sure that your amenity is respected, and in the meantime thank you for your patience and cooperation.

Regards,

Event Control | Outlook UK Festival