

Comments Response

Mr Duncan Bloor

- Since the original complaints about the bleeps, we have stopped instructors using the timer bleeps on all morning classes and lowering the level of the bleeps on evening classes.
- We were told by the LPA not to use the car park to conduct any exercise and since being told have stayed inside the building at all times.
- I have had one phone call conversation with Mr Bloor where I explained that the building and row of buildings were industrial properties.
- When Mr Bloor has been in contact via text message, we have immediately had instructors turn the noise levels down.
- We have never blocked anyone's phone number, if Mr Bloor was unable to get an answer it will have been because we were either working at the time and unable to answer the call.
- We were advised by the LPA not to engage with the local residents and instead go through the proper channels with the appeals process which we have done.
- We are very much open to working with the residents to work on a solution that helps everyone. Including options such as lower levels of noise before a certain time, or even no music before a specified time.
- We have repeatedly asked the EHO to come and take noise meter readings so we can set the noise limits appropriately and to the specified levels. After the LPA assured me that they would make this happen we are still yet to have any contact from the EHO. His first visit he didn't take any meter readings and didn't bring any of his own equipment.
- Have any meter readings been taken from inside the resident's home? If so, please can I get a copy of these readings.

Mr Jonathon Ritson

- No shutter doors are opened at the gym before 10am
- We were told by the LPA to continue to open at 6am until the appeals process was completed.
- I have never had any contact with Mr Ritson as he has never called, emailed or come across to the gym to speak to me.
- Music never starts playing before 6am as the class does not start until 6am.
- Once again, no steel shutter doors are opened on a daily basis and certainly not at 6am. We have addressed the issue with the bleeps by stopping instructors using them on the morning class and lowering the level for evening classes.

Mrs Alison King

- We provide a large car park for all our members to use and have no reason to believe that people parking on the street are members of our gym. The Pilates studio has only a couple of spaces so these cars are more likely to be using the Pilates studio. We do take into consideration the parking as a cleaning company operating on the same road has contacted us about being able to park their vans in our car park while they load and unload equipment. We have allowed

this as a show of good faith for the local residents to reduce the number of vehicles on the street.

- Once again we have addressed the issue of the beeps by getting rid of them.

Mrs Allie Bloor

- We do provide a large car park for the members to use so they don't have to park on the street.
- I have previously addressed the conversation with Mr Bloor.
- The music system is not turned on until the class starts at 6am.

Mrs Lesley Daniels

- As previously stated, the LPA instructed us to continue to open at 6am until the planning and appeal process was completed which we have done so.
- The speed at which people drive into the car park cannot be excessive due to the ramp on the entrance to the car park. This forces people to enter into the car park at a slow pace. I can however put up some 5mph speed signs if that would be useful. The cars speeding down Surrey Street are more likely the car using it as a cut through to avoid the congestion due to the lights at ALDI and cutting through towards TESCO. I have witnessed this myself multiple times.
- The lights in the car park are directed at the ground so don't shine over the carpark and over the road to the houses. They are no brighter than the street lights and they are also turned off at 9pm when we close on week days. In summer time we do not have them turned on.
- We have never spoken the Mrs Daniels so we don't know who told her that the building had been used as a gym before.
- After being told not to use any outside space by the LPA we have stopped this as requested.
- Once again the beeps issue has been resolved.

Ms Natalie Wall

- The soundproofing option is definitely something we could look into in order to lower the noise levels. However, I would still need to speak to the EHO about how much sound proofing would be required to lower the noise levels to what they specify but first we will need some noise meter readings to be taken. I wouldn't want to spend thousands of pounds on sound proofing to then be told it isn't good enough or we still aren't allowed to open until 7am anyway.
- Once again have any meter readings been taken from inside the properties of these residents? If so please can I get a copy of the readings.
- The comparison of other local gyms is very much relevant. For example, the Leisure Centre has no car park at the front of the building as ours does and they have one road before a row of terraced houses. They are closer to the houses than our own building.
- A2Z Fitness was omitted due to the building being completely different to our own. Our building is a detached industrial unit with a large carpark and 7-foot stone wall around the property. A2Z Fitness is part of the terraced properties joining houses on either side therefore not comparable.
- The meter reader that we purchased ourselves was to try and help our instructors know what level to keep the noise below. However, this is just something that we have done off our own

back it is the job of the EHO to use specific calibrated equipment to take meter readings. Which we have been continually asking for to no avail.

- The shutter doors remain closed after the LPA instructed us not to use the outside car park. We install plenty of fans during summer to keep everyone cool.
- The gym does not open until 9am at weekends.
- We have never blocked anyone's phone number and have been told by the LPA to follow the proper channels which we have done so on their request. Our door is always open though if they wish to come round as see me or contact us on our various platforms of communication if that's what the LPA wants us to do. We have also communicated with Ms Wall through Email in the past to resolve any issues and the last contact we had with Ms Wall all issues had been resolved. Please see the attached email correspondence between both parties.
- The financial position of the gym cannot be determined by someone's view of how many cars they think they see entering the car park. Also, we are not required to share that information with local residents.

Once again we are willing to work along side the local residents who have an issue with the business and want to work on a solution that is acceptable by all. I feel this can be achieved with the help of the EHO setting the boundaries of noise levels once meter readings have been taken and then we can set our noise limits to their specifications.