

Representation Received 25.03.25

Hello, i have read miss witams reply in response to our emails. I have a few concerns about what has been said by her.

I do agree that the renovations they have made to the building have made their part look much better it cannot be denied. But soundproofing was mentioned by me at this time to which they chose to not do. This had been mentioned more than once.

Secondly parking is an issue, massively, but she mentions the managers car and a designated parking space???. Ive lived in this flat for 9 years and have no designated parking spot, as there arent any. The same goes for the rest of the residents.

The managers car is parked on the side street most days (albeit not all day) but yes most days even when the restaurant isnt open.

I have spoken to a local councillor about this situation previously as a sign states 'parking and access for residents only' but he says as there are commercial properties along the main road he cannot say customers cannot park on the side streets. But the parking situation is terrible and cars seem to be parking where they want restricting views of oncoming traffic and restricting access for emergency vehicles if they were needed. Also creating issues for the homeowners at the side of us. I can provide pictures if needed. There is currently a single yellow line that most drivers seem to ignore. Maybe it needs to be changed to double yellows to stop this from happening???

In response to being able to better control alcohol in their premises, is it not the owners discretion to remove any customers from their restaurant if they deem them to be causing trouble/acting in an unsociable manner?? Im sure if this was the case they would ask said customers to leave quietly and politely. Or am i wrong???

I read that miss witham has a great understanding of safeguarding and children, but as a busy mum of three i have been led to believe she doesnt have much to do with the day to day running of the establishment, its her partner that does.

As to the flat layout upstairs i can infact tell you that my living/kitchen/bathroom space is directly above their kitchen space and my bedroom is above the other small cafe downstairs. I do hear noise from the small cafe but as it shuts at 12/1pm most days this is very slight. If the cafe is full of women chatting at a normal level, i can hear mumblings of conversation, but put a group of men in the cafe and their deeper voices carry much more and i can hear them much more clearly. The deep base of voices/music carries through the thin old walls.

So in regards to miss withams comments of the 'building falling down around them' they have not rebuilt my walls or floors. So this is why i can hear everything very, very clearly. Again, if the building was soundproofed this noise would be minimal and i would have no complaints. However they have speakers on the ceiling and tvs on the walls (both can be seen in the images that she has provided) that i hear very clearly when i am in my bedroom.

Sometimes i can hear the songs/music playing word for word. The music played in the kitchen area also carries.

The space next to my bedroom wall is a very large open space and i believe to be unused currently, so again in regards to this being an old building, sound travels and echoes.!! Also the managers office is upstairs, so i hear all the noise. Ive even had the scraping/moving of furniture at 1am in the morning, which woke me abruptly, this has happened previously. I have to be up before 5am for work, my sleep is also being effected by this.

They said that they were willing to work with me (ie the tenant upstairs) to come to some sort of compromise to which a meeting was arranged by our landlords and us.

In this meeting was myself, miss witham her partner and our two landlords to which a discussion began. I started to make my issues known to them and was met with no eye contact and a distracted demeanour from the manager which made me feel like i wasnt being taken seriously, this lead to miss witham saying my observations were incorrect/lies.

The conversation then went on to me not coming into the restaurant to make my concerns known, to which i said i find it uncomfortable and intimidating. This is my own personal issue as i struggle with anxiety and depression. I have lived alone for the past 9 years, and i find certain situations difficult and confronting. This is because of past relationships with a partner who hurt me mentally and physically. Hence why i find talking to people about awkward situations very daunting.

To this, miss witham took the opportunity to ask if i find her partner intimidating, i said yes, at times to which she decided to say 'its because he is a black man' Insinuating that i am racist.

To being called a liar and then a racist, the meeting came to an abrupt halt as i wasnt willing to continue after being called such disgusting names. Because of this i believe they are not willing to 'work with me in this situation' and i now feel like im alone with no help.

Ive spent a lot of years, and time in therapy to build and create ways of keeping my mental health the best it can be and trying to remain strong in my day to day life, but since this new restaurant has opened my health and wellbeing has taken a decline.

I am now back seeing my doctor and am now back on medication. I am absolutely heartbroken that i have fallen so far back in my health and recovery, but i feel this current situation is detrimental to my health and wellbeing. I am at a loss as to who to turn to for help and feel like i cannot gain the peace, quiet and calm life back that i once had.

Any advice or help is welcomed sincerely.

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