

Gwyneth Everson

From: shah Ahmed [REDACTED]
Sent: 30 March 2018 02:55
To: pgreen1@westminster.gov.uk; tlymn@westminster.gov.uk
Subject: Fwd: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

-----Original Message-----

From: shah Ahmed [REDACTED]
To: tlymn <tlymn@westminster.gov.uk>
Cc: stevenhewitt <stevenhewitt@dexters.co.uk>; chris.scott <chris.scott@rbkc.gov.uk>; nick.austin <nick.austin@lbhf.gov.uk>; prigabie <prigabie@westminster.gov.uk>; mallen <mallen@cwh.org.uk>
Sent: Fri, Mar 30, 2018 2:48 am
Subject: Re: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

Hi Tiffany,

The time is 2:34am we are trying get some sleep since 11:30pm but due to constant noise and disturbance from flat 3 on our ceiling we couldn't get any sleep and we are feeling extremely tiring and our well being is seriously affecting due to not having enough sleep since we moved into this property.

I tried to call Paul Green [REDACTED] and Richardson on [REDACTED] but no answer, it is important that you deal with this matter with utmost priority .

I wait to hear from you urgently

Best Wishes

Mr Ahmed

-----Original Message-----

From: Lymn, Tiffany: WCC <tlymn@westminster.gov.uk>
To: shah Ahmed [REDACTED]
Sent: Thu, Mar 29, 2018 4:05 pm
Subject: RE: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

Mr Ahmed, Can I please check that I have understood you correctly and that you require a visit on Friday night (00:15am on Saturday 31st March) and not tonight (00:15am on Friday 30th March)

Many thanks
Tiffany

From: Lymn, Tiffany: WCC
Sent: 29 March 2018 15:55
To: 'shah Ahmed' [REDACTED]
Subject: RE: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

Dear Mr Ahmed,

I will request that an officer visits you at approximately 12:15 on Friday night. Please be aware that the Noise Team are a reactive service and on a Friday we have 2 teams responding to complaints all over Westminster. If they are delayed in reaching you I will request that they give you a call on [REDACTED]

Any problems please do give the team a call on [REDACTED]

Kind regards
Tiffany

From: shah Ahmed [REDACTED]

Sent: 28 March 2018 11:27

To: Lymn, Tiffany: WCC <tlymn@westminster.gov.uk>

Subject: Re: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

Dear Tiffany ,

Thank you for your email.

May I request you to arrange a visit from one of your officer to the flat on Friday dated 30th March 2018 around 12:15am at night.

Please kindly confirm

Best Wishes

Mr Ahmed

Flat 1 46 Lancaster Gate

-----Original Message-----

From: Lymn, Tiffany: WCC <tlymn@westminster.gov.uk>

To: shah Ahmed [REDACTED]

Cc: Rigabie, Patrick: WCC <prigabie@westminster.gov.uk>; [REDACTED] Austin Nick: H&F <nick.austin@lbhf.gov.uk>; Mitchell, Paul: CP: RBKC <Paul.Mitchell@rbkc.gov.uk>; steven.hewitt <steven.hewitt@dexters.co.uk>; M Allen <MAllen@cwh.org.uk>

Sent: Tue, Mar 27, 2018 1:39 pm

Subject: RE: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

Dear Mr Shah,

I am sorry but I did not see your email on Saturday until approximately 22:00 at which time I asked one of my officers to give you a call. I understand that you spoke with Paul Green at approximately 22:30 but at this time your neighbours were not causing you any disturbance and you did not require a visit.

We offer a 24 hours response to noise complaints and the best way to contact us is to report any noise at the time you are being disturbed either online or by calling us on [REDACTED] Your complaints will be passed straight to the Noise Team. An officer will call you back within 45 minutes and will arrange to visit you and assess the noise.

If you would like I can also arrange for an officer to come to your home proactively to discuss this further. If you would like me to arrange this please let me know a convenient date and time.

Kind regards
Tiffany

From: shah Ahmed [REDACTED]

Sent: 24 March 2018 10:33

To: Lymn, Tiffany: WCC <tlymn@westminster.gov.uk>

Cc: Rigabie, Patrick: WCC <prigabie@westminster.gov.uk>; [REDACTED] Austin Nick: H&F <nick.austin@lbhf.gov.uk>; Mitchell, Paul: CP: RBKC <Paul.Mitchell@rbkc.gov.uk>; steven.hewitt@dexters.co.uk; M Allen <MAllen@cwh.org.uk>

Subject: Re: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

Dear Tiffany,

Thank you very much for your email.

This is to inform you that, last night we were unable to go to sleep due to noise and nuisance and we were very frightened as well.

Could you please kindly send one of your officer to visit us tonight around 10pm and our health and well-being are suffering due to this.

Best Wishes

Mr Ahmed

My no is [REDACTED]

-----Original Message-----

From: Lymn, Tiffany: WCC <tlymn@westminster.gov.uk>

To: shahidahmed50413 [REDACTED]

Cc: Rigabie, Patrick: WCC <prigabie@westminster.gov.uk>

Sent: Fri, Mar 23, 2018 11:29 am

Subject: RE: Extreme and unbearable Noise and nuisance and couple fighting and screaming and throwing furniture on the floor on our ceiling throughout the night and constant dog barking [REDACTED] 46 Lancaster Gate London W2 3NA.

Dear Mr Ahmed,

I am one of the Team Managers for the Noise Team at Westminster Council and I have been forwarded your email sent to Nick Austin below.

To begin please let me express how sorry I am to hear of the tragic ordeal you and your wife must have endured in the disaster at Grenfell Tower.

I am also sorry to hear of the disturbance you are now experiencing from your neighbour in Cheshire house.

To investigate this matter I would like to arrange for one of my Noise Officers to visit you to discuss this further. Is there a telephone number we can call you on or is there a convenient date or time we can attend?

We are a 24 hour service, 7 days a week so can attend whenever is convenient.

I look forward to hearing from you.

Kind regards

Tiffany Lymn

Team Manager – Noise Team

West End & City Operations

Public Protection & Licensing

Portland House

Bressenden Place

Victoria

London

SW1E 5RS

Tel - [REDACTED]

e-mail - tlymn@westminster.gov.uk