

## Appendix D - Complaints received in 2020

March 2020

23/03/2020 – complaint about noise from the chimes.

From: [REDACTED]

[REDACTED] forwarded it to Licensing on the 24/03/2020

Good Afternoon

I am writing to you to inform you of a noise nuisance that makes me feel anxious and upset on a daily basis.

The main ice cream van that frequents Ashfield Crescent on a daily basis not only plays his charms for more than the statutory 12 seconds but plays them louder than the allowed 80 decibels.

The constant loud and prolonged noise is very alarming as I have sensitive hearing and I live in constant dread of the ice cream van driving onto the street as he not only plays the charms whilst driving onto Ashfield Crescent but continues to play them whilst parked for some considerable time

I would be very grateful if you could deal with this upsetting situation as the ice cream vendor is unapproachable, he has been asked on several occasions not to frequent Ashfield Crescent but still continues to do so.

In the current climate it is very worrying indeed that this vendor feels it is acceptable to serve children with ice creams and other products when everybody else has been advised to practice social distancing.

Thank you for your help with this matter Yours Sincerely [REDACTED]

LA response on the 24/03/2020

Good afternoon [REDACTED]

The Licensing Team have been passed your complaint regarding the playing of the ice cream vans chimes. So that I can deal with this matter and make the vendor aware please could you let me know the name of the company or vendor involved.

I will of course not give out your personal information and only say that complaints have been made regarding the chimes.

Thank you  
Leonie

Further response from [REDACTED] on the 24/03/2020

Good Afternoon

Thank you for your email, please see attached a photo of the vendor in question taken from CCTV



LA response sent on the 25/03/2020

Good morning [REDACTED]

Thank you for the photo, I will now contact the trader regarding this issue. I understand that our Environmental Team will also be making contact with him, so hopefully this will resolve the issue however, please contact the Licensing Team again if it does not.

Kind regards  
Leonie

**A letter was sent to Mr Lamarti on the 31/03/2020 – attached in Appendix E**

May 2020

06/05/2021 – original complaint about concerns over COVID safety; it was discovered that the vehicle was trading unlawfully

From [REDACTED] email sent on the 06/05/2020 to East Suffolk Councils Environmental Protection Team who forwarded it to Licensing on the 07/05/2020

Good afternoon Mark

At 16.36 today (weds 06/05/2020) the ice cream van in question returned.

I am now very concerned for public safety as there was no sign of social distancing shown by the operator, as shown in the attached photograph.

The Vehicle registration is also visible.

Kindest Regards

[REDACTED]



LA response

This vehicle (NH58 VHF) was not at this time covered by a street trading consent, so a letter was sent via email to Mr Lamarti on the 07/05/2020 – attached in Appendix E

Mr Lamartis response – email received 07/05/2020

Hello,

I did phone up and leave a message on the phone, I rang several times.

The van broke down and that's it's replacement.

Kind regards,

Mr lamarti.

**Mr Lamarti amended his consent in May so that NH58 VWF could be used.**

June 2020

10/06/2020 – Trading from the sea wall at north beach, Lowestoft.

From: Lowestoft Town Council, email sent on the 10/06/2020

The Town Council reported that they had received an email which stated that a resident of Gunton Cliff who saw an ice cream van driving along the sea wall last week, please see body of the email I received below:

'I observed a white and yellow ice cream van making its way along the sea wall at quite a speed during the last week of the hot spell when the police were monitoring the amount of people on the North Beach no doubt to sell his produce, I believe the name on the van was Lambretti or similar Italian name, I wondered how he came to have a key to unlock the bollards to get onto the sea wall with his van in the first place and second how he unlocked the other end to get off, unless one key fits all , who gave him the Key a suggestion may be Tingdene'.

LA response sent 10/06/2020

Thanks Sarah

I am issuing his renewed consent tomorrow and I need to write to him explaining how he can't trade from Links Road or Links Road Car Park; I will also mention that the sea wall is off limits as well.

Please let us know of any further incidents and if necessary, we can take appropriate action.

Regards

Leonie

**When the renewal for WSCT0009 was issued on the 11/06/2020 a letter was also sent to Mr Lamarti – attached in Appendix E**

July 2020

03/07/2020 – Trading from North Parade, Southwold (prohibited street).

From: Southwold Town Council, email sent on the 03/07/2020

Hi

Lamartis ice cream van on North Parade Southwold Friday at 4pm - I do not think that there is any licence agreement for this location?

Perhaps you could follow up

Thanks

Lesley



LA response - email sent to Southwold Town Council on the 06/07/2020

Hi Lesley

Thanks for this, you are correct North Parade is listed as a prohibited street and no street trading is allowed here.

This information is on all street traders conditions that are issued with the Licence or Consent so I will remind him of these.

Hopefully that will work, please let me know if he is seen again, the same goes for any other potential issues with traders.

Regards

Leonie

**A final written warning letter was sent to Mr Lamarti on the 10/07/2020 – see Appendix E**