

56425 Noise Complaints Regarding Sotto Enoteca & Trattoria

Please note that we have only included the response from our Regulatory Services department, as information from Planning and additional information from Regulatory Services is outwith the timeframe mentioned in your request.

The number and dates of all noise complaints received by the City of Edinburgh Council concerning Sotto Enoteca & Trattoria, from October 2024 to present (23/07/2025).

Case Reference Number	Date of complaint
951229	05/10/2024
951237	07/10/2024
951607	11/10/2024
956987	23/01/2025

A summary or copies of the content of these complaints, including the nature of the complaint (e.g. Fridge, Ventilation, Music), the time of day the disturbance was reported, and any outcomes or actions taken by the Council.

Details of the complainants should be anonymised, in line with Section 38 of the Act (personal data exemptions).

Third party personal information has been redacted.

APP 951229 - 5/10/24 (via email) Reported breach of Provisional Licence condition stating staff should not be in the courtyard to the rear of premises after 10pm. The client emailed dates and times of alleged breaches. Wednesday 2nd October 10.30pm to 12.30am - staff within courtyard. Thursday 3rd October 11.15pm staff in courtyard. Friday 4th October 12.05am to 12.25am staff in courtyard allegedly listening to something on phone speaker. These alleged breaches were not reported to the City of Edinburgh contact centre and therefore not witnessed by Licensing Standards.

26/10/2024 – Licensing Compliance inspection completed at premises. Noise condition explained. Premises manager confirmed he would ensure the chef did not visit the fridge in the courtyard after 10pm.

12/3/25 – (via email) Cllr enquiry from XXXX regarding noise from the fridge and noise from staff using the courtyard after 10pm. Licence conditions explained in reply from XXXX
14/3/25

30/3/2025 – Visit to client to discuss options to resolve complaint of noise from staff accessing courtyard after 10pm. Mediation offered. Client stated they would consider mediation.

APP 951237 – 7/10/24 (via email) complaint received by Environmental Protection about intermittent plant machinery noise affecting the sleep of a nearby resident and noise from use of the courtyard by staff of Sotto Enoteca & Trattoria. Advice was given about actions taken so far.

APP 951607 - 11/10/24 (via email) – complaint received by Environmental Protection about plant machinery noise associated with Sotto Enoteca & Trattoria. Client was advised of the actions proposed by the business. An email from the client on 29/10/24 advised that they were also being disturbed by the back door to the business and the door of the external fridge shutting.

The client emailed on 5/11/24 to advise that the works carried out had not resolved the mechanical plant noise. Subsequent works ensued and the client emailed on 18/11/24 that the issue as still not resolved.

On 25/11/24, XXXX confirmed that further works had been completed at Sotto Enoteca & Trattoria, and this service duly informed the affected resident. A noise assessment carried out on 28/11/24 determined that cumulative noise from plant machinery associated with Sotto Enoteca & Trattoria was still too high when measured in nearby noise-sensitive properties. This service advised the client on 20/2/25 that further works to attempt to resolve the noise issue has been completed. The client responded to advise they felt the noise levels were still disturbing. A noise assessment was carried out on 13/2/25 which showed there were still exceedances of acceptable noise levels. XXXX was advised of this by email on 18/3/25.

This service advised the resident of further works undertaken at Sotto on 7/4/25. Correspondence from the client indicated that a separate grille vent was contributing to the overall noise levels. A noise assessment was carried out on 11 June 2025, which identified that the refrigeration unit looked likely to comply with the expected noise standards. Work was being undertaken on the newer identified sources. XXXX confirmed on 18/7/25 that speed controllers were fitted to these units. The case officer emailed XXXX on 23/7/25 to highlight concerns of staff access to the speed controls and how that was not a long-term solution to noise control from these units. XXXX spoke to the case officers on 24/7/25 and advised he was investigating silencers for the units.

APP 956987 - 31/1/25 (via email) Enquiry requesting information on Provisional Licences and Occasional Licence conditions. Complaint of plant noise from the fridge. Client advised this was currently under investigation by Environmental Protection.