

SRU V8.9.x.0

REPORT PREPARED ON 29/ 4/26 AT 11:02

NAME AND ADDRESS DETAILS

PREMISES REF: RES6**30-3/10

TRADER: CHILOS
Twin Brother 23 Ltd

ADDRESS: 30-32 Clerk Street
Newington
Edinburgh
EH8 9HX

AREA:
WARD: Southside/Newington

LPIKEY: 9064L000182672

MOBILE: [REDACTED]

E-MAIL: [REDACTED]

UPRN/USRN: 906051702

EASTING: 326253

NORTHING: 672798

PRINCIPAL USAGE: RES - RESTAURANT
PREMISES TYPE: 6 - PROPERTY

ACTION DETAILS

ACTION TYPE: AAA - Action taken
SOURCE DATABASE: REQUESTS
Record number 979770
UNIT: PEP - Environmental Protection
INVESTIGATING OFFICER: [REDACTED] [REDACTED]

DATE ACTION OPENED: 02/02/2026

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	G05	Email received Hi, Can you mark me down for this complaint please. Business Support - please put on APP in my name. Kind regards [REDACTED]		02/02/2026	NEB	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
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From: [REDACTED]
Sent: 02 February 2026 11:16
To: [REDACTED]
Cc: [REDACTED]
Subject: Chilo's Clerk Street Sound Issues

Dear [REDACTED], I am writing to register a complaint about a sound issue coming from Chilo's Burgers at 30-32 Clerk S???
External email

First time sender

Dear [REDACTED]

I am writing to register a complaint about a sound issue coming from Chilo's Burgers at 30-32 Clerk St. I got your email from [REDACTED] at [REDACTED] Rankeillor Street. I understand you investigated the issue for [REDACTED] last summer but found that at her property the sound did not quite reach the threshold to take action.

I am at [REDACTED] Rankeillor Street and quite a lot closer to Chilo's, over recent months the sound has gotten so bad it has made the bedroom at the back of my flat almost unusable. It is bad 24 hours a day but especially so during their peak hours. I have spoken to Chilos staff a couple of times but they won't accept the issue and now do not reply to me. I was away for several months last year hence my delay pursuing this with the council.

I have CC'd in a couple of other nearby residents, [REDACTED] and [REDACTED] who are in the building above Chilo's and also having issues, I believe also with flooding from the restaurant into their communal garden. I'll leave it to them to add in their own emails as appropriate for them though.

If you could look into this issue again and potentially do a sound test from my flat I'd hugely appreciate it, it's having a major impact on me now. Thank you for your time.

Best,

[REDACTED]

2	G38	Officer Referral Notification	02/02/2026	02/02/2026	BIN
3	G10	16.03 Email sent to C 3/ 2/2026 16:06 BIN		03/02/2026	BIN

From: [REDACTED]
Sent: 03 February 2026 16:03
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

Hi [REDACTED]

I've registered your complaint and will be in contact when we can

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visit for a noise survey. I think it will likely be the night of Tuesday 17th February at 23.00hours, but I'll be back in contact to confirm. Is that date and time ok for you?

On the last occasion we did a full noise survey, the business was quite difficult on the night. As we've investigated the noise previously and it complied, I don't intend contacting the business unless I need to. Therefore, it will be a preliminary noise survey, which is where we take noise measurements without the knowledge or involvement of the business. It can demonstrate that the noise complies but only indicate if the noise is a statutory nuisance. Therefore, the noise measurements will inform us whether a full noise survey requires to be arranged.

In relation to the noise being 24/7, they may be leaving a fan on after closing time.

I look forward to hearing from you.

Kind regards

[REDACTED]

4	G10	16.04 Email sent to C		03/02/2026	BIN
		3/ 2/2026 16:07	BIN		

From: [REDACTED]
Sent: 03 February 2026 16:04
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

Hi,

I forgot to add, that it's up to the other residents whether they wish to contact us to make a complaint.

Regards

[REDACTED]

5	G05	17.34 Email received from C		03/02/2026	BIN
		19/ 2/2026 15:43	BIN		

From: [REDACTED]
Sent: 03 February 2026 17:34
To: [REDACTED]
Subject: Re: Chilo's Clerk Street Sound Issues

Hi [REDACTED] Thanks for getting back to me. I can be available at that time on the 17th or equally the 16th-19th if needed.??

External email

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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Hi [REDACTED]

Thanks for getting back to me. I can be available at that time on the 17th or equally the 16th-19th if needed.

Best,

[REDACTED]

6	G31	Review	10/02/2026	10/02/2026	BIN	
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7	G05	08.00 Email received from C 10/ 2/2026 10:58 BIN		10/02/2026	BIN	
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From: [REDACTED]
Sent: 09 February 2026 18:53
To: [REDACTED]
Subject: Re: Chilo's Clerk Street Sound Issues

Hi [REDACTED] Hope you're well. Not sure if this is worth mentioning but occurred to me that the pub nearby, The Doghouse so??

External email

Hi [REDACTED]

Hope you're well. Not sure if this is worth mentioning but occurred to me that the pub nearby, The Doghouse sometimes has live music on a Tuesday evening at that sort of time, in case this would be an issue for conducting the test then and it's better for a different day? I'm available most evenings so whenever is convenient really. Thanks again.

Best,

[REDACTED]

8	G10	10.40 Email sent to C 10/ 2/2026 11:01 BIN		10/02/2026	BIN	
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From: [REDACTED]
Sent: 10 February 2026 10:40
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

Hi [REDACTED]

Ok, I had forgotten about that as it did cause some interference previously. Can cel that visit and I'll get back to you when we are next doing evening visits and I'll make it a Wednesday. Probably March 4th.

Regards

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[REDACTED]

9	G05	10.41 Email received from C 19/ 2/2026 15:32 BIN		10/02/2026		BIN
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From: [REDACTED]
Sent: 10 February 2026 14:41
To: [REDACTED]
Subject: Re: Chilo's Clerk Street Sound Issues

Hey, Yep 4th March or around that week would work for me. Thanks.
Best, [REDACTED] On 10 Feb 2026, at 10:40, [REDACTED]

External email

Hey,

Yep 4th March or around that week would work for me. Thanks.

Best,

[REDACTED]

10	G31	Review		17/02/2026	17/02/2026	BIN
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11	G10	13.34 Email sent to C 17/ 2/2026 13:34 BIN		17/02/2026		BIN
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From: [REDACTED]
Sent: 17 February 2026 13:34
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

Hi [REDACTED]

We may do evening visits next week on Wednesday, 25th February. Would you be available that evening at 11pm?

Regards

[REDACTED]

12	G31	Review		19/02/2026	26/02/2026	BIN
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13	G05	14.00 Email received from C 17/ 2/2026 14:40 BIN		17/02/2026		BIN
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From: [REDACTED]
Sent: 17 February 2026 14:01

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		To: [REDACTED] Subject: Re: Chilo's Clerk Street Sound Issues				
		Hi [REDACTED], Yes, will be about then, that would be great. If you need my number it's [REDACTED]. Thank you very much. Bes??				
		External email				
		Hi [REDACTED]				
		Yes, will be about then, that would be great. If you need my number it's [REDACTED]. Thank you very much.				
		Best,				
		[REDACTED]				
14	G05	19.51 Email received from C 26/ 2/2026 15:58 BIN		25/02/2026		BIN
		From: [REDACTED] Sent: 25 February 2026 19:51 To: [REDACTED] Subject: Re: Chilo's Clerk Street Sound Issues				
		Hi [REDACTED] Just checking still all ok for tonight? Best, [REDACTED] On 17 Feb 2026, at 13:34, [REDACTED]				
		External email				
		Hi [REDACTED]				
		Just checking still all ok for tonight?				
		Best,				
		[REDACTED]				
15	G10	21.37 Email sent to C 26/ 2/2026 16:06 BIN		25/02/2026		BIN
		From: [REDACTED] Sent: 25 February 2026 21:37 To: [REDACTED] Subject: Re: Chilo's Clerk Street Sound Issues				
		Yes, I'll see you later.				
		[REDACTED]				
16	G10	23.58 Email sent to C 26/ 2/2026 16:07 BIN		25/02/2026		BIN

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From: [REDACTED]
 Sent: 25 February 2026 22:58
 To: [REDACTED]
 Subject: Re: Chilo's Clerk Street Sound Issues

Just to let you know we're running a bit later so maybe 11.30 when we visit you.

Thanks
 [REDACTED]

17	G05	23.00 Email received from C 26/ 2/2026 16:08 BIN		25/02/2026	BIN	
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From: [REDACTED]
 Sent: 25 February 2026 23:00
 To: [REDACTED]
 Subject: Re: Chilo's Clerk Street Sound Issues

No worries, see you soon On 25 Feb 2026, at 22:58, [REDACTED]
 [REDACTED] wrote: Just to let you k???

External email

No worries, see you soon

18	N23	23.30 Noise Survey - preliminary from C's property		25/02/2026	BIN	
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19	G20	Additional Officer		25/02/2026	JRL	
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20	G10	15.57 Email sent to C 26/ 2/2026 16:09 BIN		26/02/2026	BIN	
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From: [REDACTED]
 Sent: 26 February 2026 15:57
 To: [REDACTED]
 Subject: RE: Chilo's Clerk Street Sound Issues

Hi [REDACTED]

Further to last night's noise survey I've had a closer look at the noise measurements. There are two octave band frequencies where the noise is potentially over the standard for night time after 23.00 hours, as it complies for daytime. I compared those frequencies with a background noise measurement taken from another property last year, which can be useful but cannot be relied upon as accurate, as the background noise level constantly varies and the roads were damp/wet last night with rain which makes a difference. As those background noise measurements were lower than I anticipated, the noise measured last night is potentially slightly over the night time standard and therefore is worthy of further investigation.

However, the business were extremely difficult to deal with the last occasion I visited, in part because it was the second time that I'd investigated and it came on the back of action taken by Planning

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		Enforcement related to the shop signage. Therefore, I think they felt they were being got at and consequently we were on the receiving end, which is disappointing.				
		You mentioned that your neighbours directly above the business also have a problem with noise levels. It is always preferable to receive a complaint from the closest / worst affected neighbour and investigate fully from there. Primarily as the noise will be louder and consequently the business would have to reduce the noise by a greater amount; resolving the issue for everyone. Therefore, please discuss this with your neighbour and ask them to make a complaint to us.				
		If I've not received a complaint from your neighbour in the next few months, then I'll assume it's not going to happen and will be in contact with you to arrange a full noise survey of the business.				
		If you have any questions, please do not hesitate to contact me.				
		Kind regards				
		[REDACTED]				
21	G05	16.11 Email received from C 26/ 2/2026 16:13 BIN		26/02/2026	BIN	
		From: [REDACTED] Sent: 26 February 2026 16:11 To: [REDACTED] Subject: Re: Chilo's Clerk Street Sound Issues				
		Hi [REDACTED] Thank you very much for coming last night and for following up today. Yes, I'll get in touch with them again a???				
		External email				
		Hi [REDACTED]				
		Thank you very much for coming last night and for following up today. Yes, I'll get in touch with them again and pass this on to see if they can put their complaint in within that timeframe.				
		Best,				
		[REDACTED]				
22	G31	Review - to hold on basis of complaint being received from closer / worst affected neighbour	26/04/2026	16/03/2026	BIN	
23	G05	13.18 Email received from C 16/ 3/2026 11:54 BIN		12/03/2026	BIN	

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From: [REDACTED]
Sent: 12 March 2026 13:18
To: [REDACTED]
Subject: Re: Chilo's Clerk Street Sound Issues

Hi [REDACTED] How are you? I've spoken to the neighbours and after comparing both our flats it seems the sound might be wors???

External email

Hi [REDACTED]

How are you? I've spoken to the neighbours and after comparing both our flats it seems the sound might be worse at mine, it's quite close either way. Given their desire to focus on some other issues currently we've decided it's best if I pursue the complaint.

Given that are you able to plan the full survey when convenient? In general I can be available mostly any nights other than Tuesdays which I think wouldn't work anyway given the Doghouse music.

Best,

[REDACTED]

24	G10	11.44 Email sent to C		16/03/2026	BIN
		16/ 3/2026 11:55	BIN		

From: [REDACTED]
Sent: 16 March 2026 11:44
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

Hi [REDACTED]

Ok, if the other residents aren't going to complain, then I'll re-visit your property for a full noise survey. The next evening is already arranged for a Tuesday, therefore it will be Wednesday 15th April that we can visit.

Is that date ok with you? If so, I'll contact the business and discuss the best time to survey, which will be late.

Kind regards

[REDACTED]

25	G05	12.02 Email received from C		16/03/2026	BIN
		2/ 4/2026 11:53	BIN		

From: [REDACTED]
Sent: 16 March 2026 12:02
To: [REDACTED]

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
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Subject: Re: Chilo's Clerk Street Sound Issues

Hi Barry, Thank you very much, the 15th April works great. One thing the neighbours noted that might be worth mentioning???

External email

Hi [REDACTED]

Thank you very much, the 15th April works great. One thing the neighbours noted that might be worth mentioning is there's some other external unit fitted at the rear of the restaurant, they think it's a heat pump, I'm not sure. Either way, they reckon the sound is worst when both that and their fan are running together. I'm not sure if this affects things for you or planning the assessment but I thought best to mention. Thanks again.

Best,

On 16 Mar 2026, at 11:43, [REDACTED] wrote:

26	G31	Review	26/03/2026	02/04/2026	BIN
27	G10	10.09 Email sent to Chilos 2/ 4/2026 11:55 BIN		19/03/2026	BIN

From: [REDACTED]
Sent: 19 March 2026 10:09
To: [REDACTED]
Subject: RE: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint
Importance: High

Hi [REDACTED]

Unfortunately, we've received another noise complaint, this time from a resident who lives a lot closer to Chilos. Because of our previous visits and noise surveys which showed the premises equipment complied when measured in other complainants' properties, we decide to do a preliminary noise survey, which we did a few weeks ago. As a preliminary noise survey doesn't need to involve the business, but may show a noise complies, or may give an indication that noise levels could be a problem and requires a full noise survey. In this case, the noise measurements indicate there could be a problem and therefore we require to carry out a full noise survey, which needs to involve the business.

Therefore, it's our intention to visit on Wednesday 15 April at 11pm to carry out a full noise survey. Please let me know who our onsite contact will be and advise them of our visit. As we'll need to measure equipment on and off as well as at different settings.

I look forward to hearing from you.

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Kind regards

[REDACTED]

28	G05	08.00 Email received from Aman 2/ 4/2026 11:35 BIN	23/03/2026	BIN		
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From: [REDACTED]
Sent: 20 March 2026 17:53
To: [REDACTED]
Subject: Re: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi [REDACTED] Thank you for your email regarding the proposed visit on Wednesday 15 April at 11pm. I would like to express my???

External email

Hi [REDACTED]

Thank you for your email regarding the proposed visit on Wednesday 15 April at 11pm.

I would like to express my concerns about the ongoing situation. Since opening my business, there have been multiple visits and noise investigations, all of which previously indicated that our equipment was compliant when measured from other properties. Despite this, further complaints continue to be raised, and it feels as though my business is being subjected to repeated scrutiny without clear justification.

I take all complaints seriously and am fully willing to cooperate with the council. However, I must highlight that I personally live directly above the premises and do not experience any disturbing noise from the restaurant. This makes it difficult for me to understand how the noise is affecting other residents to the extent being described.

Given the frequency of these investigations, I am concerned about the fairness and consistency of the process. I would appreciate it if the council could ensure that this matter is handled impartially and that my position is properly considered alongside the complaints being made.

That said, I will cooperate with the full noise survey as requested. Please confirm what specific access or arrangements you will require during the visit, and I will ensure a suitable staff member is available onsite to assist you.

I would also appreciate if you could provide:

- Details of the methodology that will be used during the full noise survey

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		<ul style="list-style-type: none">• The specific standards or thresholds being applied• Any previous findings that suggest a change from earlier compliant results				
		I hope we can work towards a fair and reasonable resolution to this matter. Kindly regards Chilos				

29	G10	14.12 Email sent to Aman 2/ 4/2026 11:33 BIN		26/03/2026	BIN	
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From: [REDACTED]
Sent: 26 March 2026 14:12
To: [REDACTED]
Subject: RE: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi [REDACTED]

Thanks for your email. I can understand your frustration, however we're legally required under the Environmental Protection Act 1990 to investigate complaints of statutory nuisance. If one of the previous complainants had complained again, we wouldn't re-investigate unless they reported that noise levels had increased significantly. However, new complainants don't require to justify their complaint. There would need to be exceptional circumstances for us to advise a complainant that we wouldn't investigate their complaint.

I'm aware that we had already visited twice, however the recent complainant who contacted us lives closer to the premises and therefore the noise from your premises is louder. However, it was because we'd found it to comply previously from other flats, that we decided to take a preliminary noise measurements which meant that we didn't need to bother you or your business. If it had showed compliance, then the case would have been closed and I wouldn't have had to contact you. Unfortunately, it indicated that further investigation is required.

The resident had said there are other residents who live even closer who may make a complaint. As it's always better to investigate from the worst affected complainant, I advised that I would wait and see if any other complaints are received. The resident subsequently got back in contact to say the other neighbours did not wish to make a complaint at this time. They assessed in both properties and didn't think there was much difference between the two.

I can't comment on your observations about the noise as a resident living above the property as it has no bearing on the complaint investigation.

I can advise you that all complaints are investigated impartially. For the noise survey, we will need a background noise measurement, which is when all noise producing equipment is switched off. Therefore, the contact person will need to be fully aware of all the controls. (Kitchen Extract Ventilation Fan, Supply Ventilation Fan, A/C unit and small basement extract fan.) We'll then measure everything operating, possible at different fan speed settings and possibly take individual equipment noise measurements. It's not possible to be definitive at this stage as it depends what we

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identify during the survey. The resident has mentioned that they thought the noise was worst when the a/c was running as well as the fans. Checking previous noise survey results, we have never measured the A/C.

The noise measurements will be Leq, octave band frequency analysis measurements. Daytime noise up to 23.00 hours would likely be compared against Noise Rating Curve 30 (NR30) and night time noise, NR25. However, if we identified any particularly annoying characteristics of the noise, such as tonality, then a more strict standard would be applied.

In relation to your last point, regardless of previous compliant results, noise from premises equipment change for many reasons and sometimes it is unknown or speculative what the issue may be. However, common reasons, include new replacement or additional equipment, wear / age of equipment, a fault or staff turning equipment up higher than previous etc.

As discussed, please confirm who'll be our contact for the noise survey visit on Wednesday 15th April at 23.00 hours.

I look forward to hearing from you.

Kind regards

[REDACTED]

30	G05	16.39 Email received from Aman 2/ 4/2026 11:32 BIN	26/03/2026	BIN
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From: [REDACTED]
Sent: 26 March 2026 16:39
To: [REDACTED]
Subject: Re: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi barry, Thank you for your detailed response and for explaining the basis of the investigation. While I appreciate you???

External email

Hi [REDACTED]

Thank you for your detailed response and for explaining the basis of the investigation.

While I appreciate your obligations under the Environmental Protection Act 1990, I remain concerned about the repeated investigations despite previous findings of compliance. This has understandably caused disruption and concern for the business.

That said, I note your explanation regarding the proximity of the new

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complainant and the preliminary measurements indicating the need for further investigation. I also acknowledge your intention to minimise unnecessary disruption where possible.

In preparation for the survey, we will ensure that a suitable representative is available who is familiar with all relevant systems, including the kitchen extract ventilation, supply ventilation, air conditioning unit, and basement extract fan.

I would also like to raise a concern from my side as a neighbouring resident. I own the flat directly above the restaurant, and I have noticed what I believe to be excessive noise levels. In addition, I have concerns regarding noise levels in Flat 1, which is located beneath the restaurant.

As such, I would like to formally request that noise measurements are also carried out within my flat and, if possible, within [REDACTED] so that a full and fair assessment can be made across all potentially affected properties.

Could you please confirm approximately how long the survey is expected to take, and whether there are any specific preparations or access requirements we should be aware of in advance?

For the visit scheduled on Wednesday 15 April at 23:00, the point of contact will be:

[REDACTED]
Chilos

We would appreciate being kept informed of the findings following the survey.

Kind regards,
[Your Name]

31	G10	15.16 Email sent to [REDACTED] 2/ 4/2026 11:30 BIN	27/03/2026	BIN
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From: [REDACTED]
Sent: 27 March 2026 15:16
To: [REDACTED]
Subject: RE: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi [REDACTED]

Thanks for your email. I'm a bit confused by your email, as you had previously said that you do not experience any disturbing noise from the restaurant? However, regardless of whether the restaurant disturbs you or not, as you are one of the Directors of the business that is the source of the noise, we would not investigate from the flat that you reside in. As you have the option of taking action to reduce noise from Chilos, should you wish to do so. However, we would investigate the noise from [REDACTED] if we received a complaint directly from the tenant.

At the moment, we'll proceed on the basis of the existing complaint that we have. The noise survey may take approximately an hour. How

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long it takes is influenced by external factors such as extraneous noise from traffic etc, or if we need to wait a few minutes for the business to finish an order before turning equipment off etc. Sometimes refrigeration units can take a while to power up etc, but as far as I'm aware, you have a/c but no external refrigeration units?

No preparations are required by Chilos before the survey. It's generally only the background noise measurement and other individual plant noise measurements when the extract fan has to be switched off, that causes some inconvenience for the business. However, normally we're able to work round the business and don't mind waiting a few minutes whilst orders are finished etc. Each noise measurement is only about 2 minutes long, but dependant on the amount of extraneous noise that causes interferes, it can sometimes take around 5 minutes per measurement.

If we receive a complaint from flat 1 as well, I may not need to repeat all the noise measurement, however the survey would take longer.

If you have any questions, please do not hesitate to get back to me.

Kind regards

[REDACTED]

32	G05	15.26 Email received from Aman 2/ 4/2026 11:30 BIN	27/03/2026	BIN		
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From: [REDACTED]
Sent: 27 March 2026 15:26
To: [REDACTED]
Subject: Re: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi [REDACTED] Thanks for your email. I'm a bit confused by your email, as you had previously said that you do not experience ???

External email

Hi [REDACTED]
Thanks for your email. I'm a bit confused by your email, as you had previously said that you do not experience any disturbing noise from the restaurant? However, regardless of whether the restaurant disturbs you or not, as you are one of the Directors of the business that is the source of the noise, we would not investigate from the flat that you reside in. As you have the option of taking action to reduce noise from Chilos, should you wish to do so. However, we would investigate the noise from flat 1 if we received a complaint directly from the tenant.

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At the moment, we'll proceed on the basis of the existing complaint that we have. The noise survey may take approximately an hour. How long it takes is influenced by external factors such as extraneous noise from traffic etc, or if we need to wait a few minutes for the business to finish an order before turning equipment off etc. Sometimes refrigeration units can take a while to power up etc, but as far as I'm aware, you have a/c but no external refrigeration units?

No preparations are required by Chilos before the survey. It's generally only the background noise measurement and other individual plant noise measurements when the extract fan has to be switched off, that causes some inconvenience for the business. However, normally we're able to work round the business and don't mind waiting a few minutes whilst orders are finished etc. Each noise measurement is only about 2 minutes long, but dependant on the amount of extraneous noise that causes interference, it can sometimes take around 5 minutes per measurement.

If we receive a complaint from flat 1 as well, I may not need to repeat all the noise measurement, however the survey would take longer.

If you have any questions, please do not hesitate to get back to me.

33	G10	16.13 Email sent to [REDACTED] 2/ 4/2026 11:28 BIN		30/03/2026		BIN
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From: [REDACTED]
Sent: 30 March 2026 16:13
To: [REDACTED]
Subject: RE: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi [REDACTED]

For info, in case something didn't send correctly, the email I received from you only contained your introduction and the rest was a copy of my email?

Kind regards

[REDACTED]

34	G05	08.00 Email received from [REDACTED] 2/ 4/2026 11:27 BIN		02/04/2026		BIN
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From: [REDACTED]
Sent: 02 April 2026 03:44
To: [REDACTED]
Subject: Re: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Thanks for your email. I'm a bit confused by your email, as you had previously said that you do not experience any distu???

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		External email				

Thanks for your email. I'm a bit confused by your email, as you had previously said that you do not experience any disturbing noise from the restaurant? However, regardless of whether the restaurant disturbs you or not, as you are one of the Directors of the business that is the source of the noise, we would not investigate from the flat that you reside in. As you have the option of taking action to reduce noise from Chilos, should you wish to do so. However, we would investigate the noise from flat 1 if we received a complaint directly from the tenant.

At the moment, we'll proceed on the basis of the existing complaint that we have. The noise survey may take approximately an hour. How long it takes is influenced by external factors such as extraneous noise from traffic etc, or if we need to wait a few minutes for the business to finish an order before turning equipment off etc. Sometimes refrigeration units can take a while to power up etc, but as far as I'm aware, you have a/c but no external refrigeration units?

No preparations are required by Chilos before the survey. It's generally only the background noise measurement and other individual plant noise measurements when the extract fan has to be switched off, that causes some inconvenience for the business. However, normally we're able to work round the business and don't mind waiting a few minutes whilst orders are finished etc. Each noise measurement is only about 2 minutes long, but dependant on the amount of extraneous noise that causes interference, it can sometimes take around 5 minutes per measurement.

If we receive a complaint from flat 1 as well, I may not need to repeat all the noise measurement, however the survey would take longer.

If you have any questions, please do not hesitate to get back to me.

35	G10	09.30 Email sent to [REDACTED]	02/04/2026	BIN
		2/ 4/2026 11:27 BIN		

From: [REDACTED]
Sent: 02 April 2026 09:30
To: [REDACTED]
Subject: RE: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi [REDACTED]

I'm not sure what's up with your email, but I received a further email from you which is a copy of my email and no text from yourself?

Regards

[REDACTED]

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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Plan

36	G10	11.50 Email sent to [REDACTED] and Licensing 2/ 4/2026 11:51 BIN		02/04/2026	BIN	
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From: [REDACTED]
Sent: 02 April 2026 11:50
To: [REDACTED]
Subject: RE: 30 Clerk Street Late Hours Catering 573098 Chilos

Hi,

I have a noise survey arranged for Wednesday 15th April, so would be able to confirm with [REDACTED] after that date, what the situation is with the noise complaint.

Kind regards

[REDACTED]

37	G10	13.42 Email sent to C 15/ 4/2026 15:52 BIN		15/04/2026	BIN	
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From: [REDACTED]
Sent: 15 April 2026 13:42
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

Hi [REDACTED]

I'll see you later tonight at around 23.00hours for the noise survey.

Kind regards

[REDACTED]

38	G10	13.46 Email sent to [REDACTED] 15/ 4/2026 15:53 BIN		15/04/2026	BIN	
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From: [REDACTED]
Sent: 15 April 2026 13:46
To: [REDACTED]
Subject: RE: CHILOS 30-32 Clerk Street, Edinburgh - Noise complaint

Hi [REDACTED]

It will be my colleagues [REDACTED] who'll see you tonight at 11pm for the noise survey visit. I'll be in the resident's property taking the measurements.

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
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Kind regards

[REDACTED]

39	G05	13.52 Email received from C 15/ 4/2026 15:54 BIN	15/04/2026	BIN		
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From: [REDACTED]
Sent: 15 April 2026 13:52
To: [REDACTED]
Subject: Re: Chilo's Clerk Street Sound Issues

Thanks [REDACTED] see you later. Best, [REDACTED] On 15 Apr 2026, at 13:42,

[REDACTED]

External email

Thanks [REDACTED] see you later.

Best,

[REDACTED]

40	G14	22.55 Visit to Client	15/04/2026	BIN		
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41	N23	Noise Survey	15/04/2026	BIN		
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42	G15	22.55 Visit to Concern	15/04/2026	JRL		
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43	G15	Visit to Concern	15/04/2026	LUG		
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44	G05	08.00 Email received from C	20/04/2026	BIN		
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45	G30	Research - completed calculations	20/04/2026	BIN		
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46	N22	Noise Report to [REDACTED] [REDACTED] 1st class by Print n Post	21/04/2026	BIN		
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47	N22	Noise Report to [REDACTED] [REDACTED] via Print n Post	21/04/2026	BIN		
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48	G10	17.30 Email sent to C 21/ 4/2026 17:32 BIN	21/04/2026	BIN		
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From: [REDACTED]
Sent: 21 April 2026 17:31
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

Hi [REDACTED]

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
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I've completed all the noise calculations now and sent the report off to be posted. The intake fan is potentially an issue if it's operated at half speed or higher. The staff were a bit vague about what setting it is used at, other than saying it is a low setting. Therefore, I've given advice on what it should be restricted to. It maybe something that needs monitored, but hopefully not.

It was the extract fan that had caused the business problems that day. However, the noise measurements showed it to be ok at maximum. The basement extractor fan is the primary noise issue and I've asked the business to address it as soon as possible, but within 2 months. As soon as I have an update, I'll let you know.

Kind regards

[REDACTED]

49	G05	09.59 Email received from C	22/ 4/2026	16:49	BIN
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From: [REDACTED]
Sent: 22 April 2026 09:59
To: [REDACTED]
Subject: Re: Chilo's Clerk Street Sound Issues

Hi Barry,

Thank you very much, that's really great to hear.

I have a follow-up question if that's ok. As I mentioned, the basement fan is a constant issue but there's something else that runs at peak hours extremely loudly, much worse than that fan, and over the past week since around the time of that extractor issue on Wednesday has got even worse. Is this likely to be the inlet fan if they are actually running it at maximum? It seems from what you've said that the assessment still found the basement fan to be the worse noise source, making me wonder if there's something else they didn't run during the assessment? I just wanted to flag it now as if it might be a couple of months that could delay things if there is still something else, or I've misunderstood the different issues / sources. Thanks again.

Best,

[REDACTED]

50	G10	12.02 Email sent to C	22/ 4/2026	16:53	BIN
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From: [REDACTED]
Sent: 22 April 2026 12:02
To: [REDACTED]
Subject: RE: Chilo's Clerk Street Sound Issues

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
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Hi [REDACTED]

It is possible that they run the intake fan at a higher level occasionally, but they didn't on the last evening visit to you. The noise measurement results were consistent with what we had measured the last time from your property when the business were unaware of our visit. Although there is the complicating issue of the extract fan not working properly on the day, which may have influenced noise levels, but as advised, they appeared to be consistent with the previous measurement. I've asked them to keep the intake fan to a quarter speed, although they won't have received the report yet.

We'll need to re-visit when works are complete and carry out a noise re-survey and can double check if there is anything else, but I believe that we measured everything. If you believe there are still noise issues, thereafter, we could look at doing another unannounced visit to see how noise levels compare.

Kind regards

[REDACTED]

51	G05	12.10 Email received from C 22/ 4/2026 16:48 BIN	22/04/2026	BIN
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From: [REDACTED]
Sent: 22 April 2026 12:10
To: [REDACTED]
Subject: Re: Chilo's Clerk Street Sound Issues

Hi [REDACTED] That makes sense, thank you very much. Best, Tom On 22 Apr 2026, at 12:01, [REDACTED]

External email

Hi [REDACTED]

That makes sense, thank you very much.

Best,

[REDACTED]

52	G31	Review to check with business	21/05/2026	BIN
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