

[REDACTED]
Twin Brother 23 Ltd.
T/A Chilo's
30-32 Clerk Street
Edinburgh
Midlothian
EH8 9HX

Date 21 April 2026

Your ref
Our ref 979770rep Sh

Dear [REDACTED]

**ENVIRONMENTAL PROTECTION ACT 1990
NOISE COMPLAINT, CHILO'S, 30-32 CLERK STREET, EDINBURGH.**

I refer to the noise complaint from a nearby resident concerning mechanical plant being used by Chilo's, 30-32 Clerk Street, Edinburgh.

As the complaint had been investigated previously and found to comply with noise standards an initial preliminary noise survey was carried out on 25 February 2026. This noise survey determined that noise levels could be a problem and that a full noise survey investigation was required.

Contact was made with business and arrangements were made with [REDACTED] for a full noise survey which was carried out on the night of 15 April 2026. On arrival, staff advised that they were having problems with the kitchen extract ventilation fan and a contractor was on site to resolve the problem. We managed to obtain all the noise measurements that were necessary to investigate the complaint.

The results are detailed in Appendix 1, Tables 1- 8. As you can see, the noise measurements are corrected for background noise (column 3 and compared against the appropriate standard; Noise Rating curve 25 (NR25) with any exceedances noted in column 4. I can confirm that noise levels from Chilos are problematic and are considered to be a statutory nuisance.

The main issue is the basement extractor fan. As you can see from Table 6 and Table 7, it exceeds the NR25 criterion by 4.9 dB and 5.0dB respectively at the 500Hz octave band frequency.

The other potential issue is the kitchen supply fan. Staff were vague about which speed setting the fan may be used at, other than reporting that it was only used at a low speed setting. Noise measurements at various speed settings, Tables 2 (max), Tables 3 ($\frac{1}{2}$ speed), Tables 4 ($\frac{1}{4}$ speed) and Tables 8 ($\frac{1}{8}$ speed) were all taken. At maximum and ($\frac{1}{2}$ speed) noise levels also exceed NR25 and are therefore a problem if operated at that speed. Therefore, please attach signage to the supply fan to make sure it is not operated any higher than $\frac{1}{4}$ speed. Whilst it may be unlikely to be used at higher speeds in winter and colder months, during warmer periods, staff may wish to turn the fan higher than what is acceptable.

[REDACTED]

On a positive note, the kitchen extract was operated at maximum and is very quiet and is not a problem. Similarly, there are no issues with the fridge and freezer units.

In conclusion, the basement extract fan which runs 24/7 and has no speed control is causing a statutory nuisance. Therefore, please investigate and implement noise mitigation measures to reduce noise such that noise from Chilos mechanical plant complies with the NR25 criterion.

Please contact me as soon as possible to inform me of your intentions and to provide updates when available. The noise nuisance requires to be addressed as soon as possible and within two months, otherwise I will be required to serve an Abatement Notice on the business.

If you have any questions, please do not hesitate to contact me. I look forward to hearing from you.

Yours sincerely

A grey rectangular box redacting the signature of the sender.A grey rectangular box redacting the contact information of the sender.

Appendix 1

Table 1 Noise measurement of Kitchen Extract Ventilation Fan at maximum

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 hours $L_{eq, (t, 2m, 4s)}$ (dB)	(2) Kitchen Extract Fan 23:25 hours $L_{eq, (2m, 3s)}$ (dB)	(3) Kitchen Extract Fan <i>(corrected for</i> <i>Background noise)</i> (dB)	NR25 (dB)	(4) Deviation above NR25 (dB)
31.5	41.2	41.3	24.9	72	-
63	38.8	40.8	36.5	55	-
125	28.4	33.3	31.6	44	-
250	24.9	28.6	26.2	35	-
500	25.0	26.5	21.2	29	-
1k	22.0	23.8	19.1	25	-
2k	17.0	18.9	14.4	22	-
4k	12.2	14.5	10.6	20	-
8k	12.2	13.1	5.8	18	-
L_{Aeq}	26.7	28.8	24.6	-	-
L_{eq}	54.5	52.8	-	-	-

Table 2 Noise measurement of Kitchen Supply Fan (intake) at maximum

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 hours $L_{eq, (t, 2m, 4s)}$ (dB)	(2) Kitchen Supply Fan (max) 23:32 hours $L_{eq, (1m, 32s)}$ (dB)	(3) Kitchen Supply Fan <i>(corrected for</i> <i>Background noise)</i> (dB)	NR25 (dB)	Deviation above NR25 (dB)
31.5	41.2	37.1	-	72	-
63	38.8	40.0	33.8	55	-
125	28.4	38.2	37.7	44	-
250	24.9	38.2	38.0	35	+3.0
500	25.0	31.1	29.9	29	+0.9
1k	22.0	27.2	25.6	25	+0.6
2k	17.0	21.7	19.9	22	-
4k	12.2	14.9	11.6	20	-
8k	12.2	13.0	6.1	18	-
L_{Aeq}	26.7	33.7	32.7	-	-
L_{eq}	54.5	50.7	-	-	-

Table 3 Noise measurement of Kitchen Supply Fan (intake) at half speed

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 hours $L_{eq, (t, 2m, 4s)}$ (dB)	(2) Kitchen Supply Fan 1/2 speed 23:32 hours $L_{eq, (1m, 32s)}$ (dB)	(3) Kitchen Supply Fan <i>(corrected for Background noise)</i> (dB)	NR25 (dB)	Deviation above NR25 (dB)
31.5	41.2	35.9	-	72	-
63	38.8	39.6	31.9	55	-
125	28.4	36.7	36.0	44	-
250	24.9	39.6	39.5	35	+4.5
500	25.0	26.7	21.8	29	-
1k	22.0	23.7	18.8	25	-
2k	17.0	18.0	11.1	22	-
4k	12.2	13.4	7.2	20	-
8k	12.2	12.8	3.9	18	-
L_{Aeq}	26.7	31.9	30.3	-	-
L_{eq}	54.5	49.8	-	-	-

Table 4 Noise measurement of Kitchen Supply Fan (intake) at 1/4 speed

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 hours $L_{eq, (t, 2m, 4s)}$ (dB)	(2) Kitchen Supply Fan 1/4 speed 23:44 hours $L_{eq, (1m, 34s)}$ (dB)	(3) Kitchen Supply Fan 1/4 speed <i>(corrected for Background noise)</i> (dB)	NR25 (dB)	Deviation above NR25 (dB)
31.5	41.2	39.1	-	72	-
63	38.8	39.1	27.3	55	-
125	28.4	32.7	30.7	44	-
250	24.9	27.5	24.0	35	-
500	25.0	24.6	-	29	-
1k	22.0	22.3	10.5	25	-
2k	17.0	18.3	12.4	22	-
4k	12.2	14.3	10.1	20	-
8k	12.2	12.5	0.7	18	-
L_{Aeq}	26.7	27.6	20.3	-	-
L_{eq}	54.5	56.9	53.2	-	-

Table 5 Noise measurement of Fridge and Freezer units only

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 hours $L_{eq, (t, 2m, 4s)}$ (dB)	(2) Fridge & Freezers only 00:00 hours $L_{eq, (1m, 36s)}$ (dB)	(3) Fridge & Freezers only <i>(corrected for Background noise)</i> (dB)	NR25 (dB)	Deviation above NR25 (dB)
31.5	41.2	37.2	-	72	-
63	38.8	36.1	-	55	-
125	28.4	28.8	18.2	44	-
250	24.9	25.9	19.0	35	-
500	25.0	25.3	13.5	29	-
1k	22.0	22.0	-	25	-
2k	17.0	17.3	5.5	22	-
4k	12.2	13.6	8.0	20	-
8k	12.2	12.7	3.1	18	-
L_{Aeq}	26.7	27.0	15.2	-	-
L_{eq}	54.5	53.9	-	-	-

Table 6 Noise measurement of Basement Extractor Fan only

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 hours $L_{eq, (t, 2m, 4s)}$ (dB)	(2) Basement Extractor Fan 00:06 hours $L_{eq, (1m, 35s)}$ (dB)	(3) Basement Extractor Fan <i>(corrected for Background noise)</i> (dB)	NR25 (dB)	Deviation above NR25 (dB)
31.5	41.2	35.0	-	72	-
63	38.8	36.3	-	55	-
125	28.4	29.4	22.5	44	-
250	24.9	29.5	27.7	35	-
500	25.0	34.4	33.9	29	+4.9
1k	22.0	24.9	21.8	25	-
2k	17.0	18.9	14.4	22	-
4k	12.2	15.7	13.1	20	-
8k	12.2	13.5	7.6	18	-
L_{Aeq}	26.7	32.4	31.0	-	-
L_{eq}	54.5	51.8	-	-	-

Table 7 Noise measurement of Everything on; Kitchen extract (Max), Supply fan at ¼ speed, fridge and freezer units on and basement extract fan on

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 (dB)	(2) Everything on 23:53 hours Leq, (1m,56s) (dB)	(3) Everything on (corrected for Background noise) (dB)	NR25 (dB)	Deviation above NR25 (dB)
31.5	41.2	40.9	-	72	-
63	38.8	41.3	37.7	55	-
125	28.4	35.8	34.9	44	-
250	24.9	31.2	30.0	35	-
500	25.0	34.5	34.0	29	+5.0
1k	22.0	25.6	23.1	25	-
2k	17.0	20.1	17.2	22	-
4k	12.2	15.1	12.0	20	-
8k	12.2	13.3	6.8	18	-
LAeq	26.7	33.0	31.8	-	-
Leq	54.5	64.2	63.7	-	-

Table 8 Noise measurement of Kitchen Supply fan at 1/8th speed

Frequency 1/1 Octave Band (Hz)	(1) Background 23:17 (dB)	(2) Kitchen Supply Fan 1/8th speed 00:19hours Leq, (1m,49s) (dB)	(3) Kitchen Supply Fan 1/8th speed (corrected for Background noise) (dB)	NR25 (dB)	Deviation above NR25 (dB)
31.5	41.2	32.1	-	72	-
63	38.8	33.6	-	55	-
125	28.4	30.2	25.5	44	-
250	24.9	27.0	22.8	35	-
500	25.0	25.6	16.7	29	-
1k	22.0	21.9	-	25	-
2k	17.0	17.7	9.4	22	-
4k	12.2	15.2	12.2	20	-
8k	12.2	14.2	9.9	18	-
LAeq	26.7	27.4	19.1	-	-
Leq	54.5	50.3	-	-	-