

Mr. Steve Young
Nottingham City Council
Nottingham



20th October 2016

Dear Mr. Young,

Reference: Continuing chronic tram noise nuisance.

I am writing to express my immense annoyance, frustration and disappointment at the continuing intrusive noise levels caused by the running of the tram between my garden at the above address and the Djanogly Arts centre at the University.

There has been a high level noise nuisance since the first trials of the tram on this line. I am writing to ask you to address the following issues and queries:

- 1) Has the noise nuisance to residents been recognised as a problem that needs addressing by the City Council and or the Tram authority?
- 2) Has an assessment of the noise levels been undertaken at any point since the nuisance was first reported? If so, how was it conducted and what were the findings?
- 3) Has the cause (causes) been identified? For example, as the noise is caused when the tram is taking the bend at the corner of the university, is the cause the severity of the bend? Is this a design fault and, if so can it be rectified by taking remedial action?
- 4) Is something being done to remedy the problem and, if so, what is the planned timescale for implementing a solution?
- 5) I have contacted the NET Project and Net Transit Express Customer Services over the previous 12 months on more than 20 occasions with no successful outcome and with continuing confusion and vagueness about who is dealing with the issue and what progress is being made. On 3rd November 2015 I was given a Case Reference Number by Customer Services (20941). Subsequently I was told that Net Transit Express were no longer dealing with the issue and I should contact NET at the City Council but this only results in ansaphone messages inviting me to leave a message rather than allowing me to talk to somebody directly. This is a highly unsatisfactory and frustrating (for the complainant) way of dealing with concerns and complaints

Please find attached a list of contact dates and to whom I spoke.

In essence I am asking you: Who is dealing with this issue? How can I contact them? What is being done?

I look forward to your response.

Yours sincerely,

A solid black rectangular box used to redact the sender's name and signature.