

We saw and heard all of the above from inside our home unlike last year when we witnessed and experienced the behaviour both at home and in the streets where we live. Additionally when driving about the area and the perimeter of the Racecourse on the day of the 2007 Music Festival my Mother and I were exposed to danger due to the behaviour of out of control louts. Even if my Mother had not been ill this year, we would not have left the safety of our home. I am advising you that, in continuing to stage the Future Music Festival, the Australian Jockey Club is placing us at risk and depriving us of the freedom to leave our home with any sense of security.

I told Chris Wilson to send security to the area near our home **not to single our household out**, there were consequences for us because of that stupidity. It was a shambolic, ill planned and unprofessional response indicating the right hand does not know the left hand exists let alone what it is doing. No responsible organisation would ever identify a complainant beyond responding, ensuring there was no imminent threat then maintaining a watchful presence **in the vicinity**.

I do not blame the security guard so much as the person responsible for briefing him and ultimately Racecourse management. He reacted to a situation and did the best he could with inadequate back up and no clear instruction exposing residents and your own security staff to risk. Not to mention the disgraceful behaviour the police had foisted upon them. The men and women of our police force are not chattels for the AJC's convenience, where is your respect for them?

- The noise level of the music did not decrease discernibly as I insisted it must when I spoke to Chris Wilson and became louder over time
- The heavy base beat made going into our backyard, kitchen, lounge room, 3rd bedroom and bathroom impossible
- We were surrounded and attacked from all sides by noise associated with the Festival
- The music became progressively louder towards the end of the evening when I again called the Hotline
- at 7.05pm on Sunday 9th March there were still people moving around the area who attended the Festival on Saturday 8th
- I believe a man who removed his board shorts and paraded about naked from the waist down in Doncaster Avenue was a leftover Festival attendee

We were never used to any of these behaviours in our house Mr. Gillespie. It is foreign to us; we are decent, respectable women of good character, my Mother and I. That there was an improvement on last year's event is, in my opinion, all credit to the police and very little, if any, to the Jockey Club given that they persist in staging this Festival. In actively seeking to attract youths who are or will be affected by drugs to the area, dumping the consequences on to the residents and leaving the police to clean up the mess you are treating this community with contempt. Holding an event catering to the most irresponsible, uncontrolled and addicted generation we have seen, in close proximity to other licensed premises, The University of New South Wales and residences occupied by student tenants, many living away from home for the first time, is the height of irresponsibility. You cannot make it work and must stop pretending that you can.

For your information:

- In 2002, I agreed to represent 69 residents in a complaint to The Liquor Administration Board regarding the anti social behaviour of patrons attending the Doncaster Hotel and Randwick Racecourse following a riot at the Hotel and in Doncaster Avenue involving hundreds of heavily inebriated Easter Carnival Race Day patrons
- After notifying Licensing Police of my intentions I agreed to participate in a mediation with the Doncaster Hotel and police
- We contacted the Chief Executive of the AJC advising him that the area had become a hell hole on race days - and had been for years
- The AJC narrowly avoided a formal complaint to The Liquor Administration Board on that and many occasions since
- Residents told me of disgusting incidents in addition to our own experiences
- We have personally witnessed thousands of incidents of anti social behaviour involving racecourse patrons over many years

I advised Licensing Police and later AJC representatives Terry Hooton and Lynell Peck, at a meeting in our home, of much that had occurred over the years and up to that point including the following:

- my Mother and I live at 172a Doncaster Avenue, Kensington, my maternal Grandparents and Mothers home since 1935 until my Mother married and my Mothers and my home, permanently, since the early 1980's
- AJC patrons arrived from early morning on race days then roamed the area, often till late into the following day
- the AJC consistently over served alcohol to patrons and many race goers were drunk to the point of collapse, some did collapse
- residents were afraid to leave their homes on major event race days due to the anti social behaviour of racecourse patrons
- others refused to leave their homes at all and coordinated their shopping and outings around race days
- they locked and some literally barricaded their doors (and several their windows) refusing to open them to anyone
- AJC patrons constantly trespassed on private property e.g. crawling through an open window and confronting a resident in a bedroom
- homes and cars were broken into and/or damaged
- We lost a brand new car, parked in Doncaster Avenue, when a heavily inebriated racecourse patron side swiped it after leaving the Racecourse
- men (and sometimes women) urinated and vomited in the street and inside residential property's and on occasions defecated on residents lawns
- engaged in sexual activity sometimes copulating in the stairwells of unit blocks or in the grounds of houses
- water taps were sometimes smeared with blood and residents found drops of blood on their lawns or paths and others saw men bleeding after fights as did we
- racecourse patrons flocked to the Doncaster Hotel engaging in very serious anti social behaviour
- patrons staggered down Doncaster Avenue bouncing off fences while trying to support one another, many left the course carrying and consuming alcohol

- fights broke out in the streets and people beat, punched, kicked and threatened one another
- men used disgusting language making vile comments to women and girls, women swore like troopers
- at times men threatened to kill their wives, girlfriends and other males
- men exposed themselves
- they played chicken with cars on the roads and were sometimes hit and injured while others bounced off vehicles so drunk were they
- stable employees were regularly affected by alcohol
- they engaged in disgusting acts of anti social behaviour within the various stables, in the streets, the car park of the now redeveloped shopping center next door to the Doncaster Hotel and at the hotel
- stable hands held raucous drunken and drug fuelled party's in houses and stables in Doncaster Avenue in particular Bounding Away
- amongst other things they threw golf balls at our windows
- drugs were freely used by stable employees
- we felt unsafe leaving our home on race days
- the noise of raucous race goers was audible throughout our home preventing sleep or relaxation
- stable hands threw plastic bags of human excrement at one another every morning in an area on the racecourse along Doncaster Avenue
- they then threw the bags over the racecourse fence into the backyard of an elderly couple every day for over a year
- the married couple were too afraid to complain – that was common amongst residents
- sometimes their neighbours found the bags in their back yards
- some residents wanted to pursue a class action
- men and women would drink at the races all day, at the Doncaster Hotel all evening then endanger themselves and residents while rampaging about the streets
- many of them moved on to other licensed premises including hotels at Coogee
- for years I placed a telephone near the front window every race day to call the police when, not if, trouble started
- we were repeatedly confronted by aggressive drunks when entering and leaving our home on race days
- UNSW student tenants residing locally would crawl out of race meetings and party in neighbouring residences for days afterwards
- we regularly experienced serious anti social behaviour when race day patrons attended the Doncaster Hotel
- we personally experienced many, many incidents that threatened our safety
- In one instance when approaching our house we saw eight men lined up in the street urinating on our front fence and gate – that was a relatively minor incident
- I advised the former CEO, Tony King, more than once, that my Mother and I could have been seriously injured or killed by drunken, rampaging racecourse patrons

I have referred to matters affecting us directly in general terms only, the documentation relating to the incidents we witnessed personally involving racecourse patrons runs to many hundreds of pages. Had it continued there is no question we would have witnessed a death. As it was, we saw hundreds of incidents of drunken violence such as

a large group of race goers, men and women, brawling on the roadway in Anzac Parade in amongst speeding traffic, the women were rolling around and kicking one another then lying on the road too drunk to get up. One man punched some of the women. Prior to this, they had walked along the street after leaving the racecourse in raucous harmony then something set them off as they crossed the road to hail cabs

And

Twenty or more drunken UNSW students leaving the racecourse then running riot along Doncaster Avenue then on to the University causing panic and fear amongst residents and pedestrians, some urinating into letterboxes on their way

And

A young woman dressed in full race day regalia including a feathered picture hat standing on the road in front of cars beating her chest and screaming for them to run her down after which her male companion punched her

And

A man picking his girlfriend up by the hair and repeatedly throwing and dragging her around the footpath outside our home then turning her upside down and attempting to "spear" her head first into the ground whilst screaming "I told you I didn't want to go to the expletive deleted races"

to mention a few only.

AJC staff, management and committee members, some of whom lived locally, of course went about with their eyes closed and wearing earplugs so naturally they knew nothing about it until I brought it to their attention. Tony King and especially Terry Hooton reacted immediately and, for a time, effectively, implementing, virtually overnight, an ongoing campaign, as per Terry Hooton, addressing responsible service of alcohol regulations and anti social behaviour. We emailed Tony King on a Wednesday, Terry telephoned me the next day, spoke to me for over an hour arranging to meet the following day and by the time he and Lynell Peck arrived at our house on the Friday he had a program set up to commence the next day, a Saturday race day.

The anti social behaviour, which was extreme during Carnivals, occurred on a smaller scale on other race days. From the moment the dress code was relaxed, the youth market targeted then the AJC started pouring alcohol down young, vulnerable throats, securing the next generation of drunken gamblers, the Jockey Club abandoned the vaguest pretense of being a responsible organisation. Rejecting social responsibility and going down market that is, feeding off our youth, did not change the meaning of a day at the races for the better.

I understand implementation of the program set up by Terry Hooton took place in consultation with Licensing Police. They called in the union to advise stable employees of their responsibilities and took up serious problems connected with various stable complexes particularly those in Doncaster Avenue nearest our home. Installed significant signage relating to the responsible consumption of alcohol, increased security and police numbers and stationed portable toilets near racecourse exits, cleaned the

streets of bottles and glasses, patrolled the streets during and after meetings. They also made special arrangements for large numbers of taxis and buses to ferry patrons off the course quickly and enacted blanket coverage around the racecourse perimeter of police directing traffic and pedestrians.

Of course, there was more, which was not conveyed to us. The above did not occur because the women in 172a were whingers. It happened because management wanted to retain their license to sell alcohol ... it was and remains serious. Even though things ultimately deteriorated due, in part, to the New South Wales State Government approving the sale of land used by the AJC for bus access to the course to a developer and other internal matters that should in no way affect anyone not connected to the Jockey Club I give credit to Tony King and especially Terry Hooton. I do not know the extent of Lynell's involvement but found her very agreeable. Terry oversaw arrangements and contacted us prior to major Carnivals with an update. There was no excuse for what had occurred for so many years but they had the common sense to recognise the magnitude of the problem and the consequences for the Jockey Club. They addressed the issues and I commend them for that.

We received a solid guarantee that "everything humanely possible would be done" to eliminate impacts on residents paying particular attention to the highly obvious problems related to the logistics of our section of Doncaster Avenue involving the University of New South Wales and the Doncaster Hotel. At no time was that commitment qualified to exclude the affect of any event, namely a Music Festival, nor did anyone say alcohol affected patrons only came under the terms of the compact but drug affected patrons did not. Staff and or management changes have no bearing, it was a blanket commitment given by AJC management. I expect it to be honoured in full and it will be.

Other matters, adversely affecting the area were addressed by various means resulting in not wholly satisfactory but never the less much higher standards. The most enduring improvements occurred from the time Sgt Gray took over Maroubra Licensing. The police deserve great credit for transforming what was essentially a Randwick Race Day rubbish dump into a far better place they cannot however perform miracles. It is the Jockey Club's responsibility to act like grown men and women, evaluate the consequences for residents, the local area, the community and their own standing and not stage any socially irresponsible event that

- threatens anyone living about the racecourse in any way
- brings Randwick City into disrepute
- overburdens police
- wastes public funds
- demeans the youth of our society
- diminishes the Jockey Club
- encourage excessive alcohol consumption and drug taking

It took good policing and a long overdue societal intolerance to create a radical shift in the management of race days. I know I was the initiator regarding the AJC. That the police find it necessary to use drug dogs not just at events like the Music Festival but also at Randwick Races says more than I could ever say about the need for an exceptional level of responsible management and scrupulous attention to raising the standards from the depths to which they have fallen. You have missed the best days of

Randwick Racecourse Mr. Gillespie, we have seen and experienced them and it was never like this.

The crowds, up to eighty thousand and more, at times, who walked past our door sober, well dressed and well behaved, decent respectful people mixing with racecourse scoundrels who themselves knew where to draw the line, are gone. The AJC contributed to their demise by choosing a road denying easy passage to higher standards and better behaviour turning upside down the accepted norm of respect for the older and wiser and replacing it with adoration of compliant impressionable youth and its dollar. You must now take the turning leading to the road above walking along side the expectations of a community and indeed a state and entire country rejecting the baseness and degradation of alcohol and drugs.

We would prefer to hold the Jockey Club, its management, staff and Committee in warmer regard, as we once did. The disrespect shown to us as members of the community on the day of the Music Festival and the ongoing nature of the insult makes that impossible. We have the utmost confidence in the police whose involvement has rescued the Club from debilitating commercial consequences as opposed to no confidence whatsoever in the AJC as a body of good intention referencing the true definition of the term and not the definition culled from a corporate marketing strategy.

If the AJC continues to stage events, catering to alcohol and drug-affected youths it will lead to a crisis. Generations of our household have witnessed the comings and goings of Racecourse patrons since the 1930's and during the 1920's, from another local address, family members attended the races religiously and close and extended family were involved in racing, some very successfully. You are not reading correspondence from someone who is unfamiliar with Randwick Racecourse or the sport you are however dealing with a person who would not go to a race meeting now. Many former and like-minded race goers know it is not what it used to be or could be.

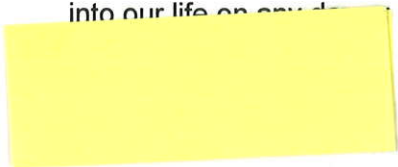
I am surprised that the Australian Jockey Club would associate itself with an event so closely linked to the drug culture. You should be in no doubt that the behaviour of the youth attending Music Festivals in Centennial Park is linked, in behavioural terms, to Randwick Racecourse. Your influence extends far and wide creating a standard that is well known all over Sydney by the youth attending Festivals and/or events at Centennial Park, the University of New South Wales and of course Randwick Racecourse, particularly UNSW students and student tenants. They know they can venture to turn it on at any of these venues because the AJC, a New South Wales Government supported entity allows it

I hold the AJC in part responsible for the excessive noise disturbance involving loud music and unacceptable behaviour that flows from Centennial Park during the Music Festivals held on the parklands. The Trust could not get away with it if the AJC took a more responsible stand regarding their events. Every time we suffer disturbance from the loud music played at Centennial Park and the unacceptable antics of their Festival attendees, I am angered with not only the Parklands Trust but also AJC management who cannot absolve themselves of complicity by the example they have and continue to set. Friends who live in areas bordering Randwick City constantly tell me about the migration of Centennial Park Festival attendees flooding into their neighbourhoods causing hell and havoc after Parkland events as do racecourse patrons. The Trust does

not stand out as a single transgressor whilst ever the AJC inflicts this abomination of an event on the resident's unfortunate enough to live in Randwick City.

The operators of The Roundhouse at the University of New South Wales, being less arrogant than the Australian Jockey Club and Centennial Park Trust have buckled down under police supervision and since I referred them to the Liquor Administration Board. They may not operate perfect premises but possess nothing like the hide the AJC displays. Introducing degradation into the lives of residents and condoning it amongst the people one derives one's income from is not a wise marketing strategy Mr. Gillespie. It is a short sighted, ham fisted, slip shod ramshackle way to operate a business.

This is the situation my Mother is ill, I have my own health issues, the behaviour and disturbance is VERY serious, you are dealing with the well being of young people and the incalculable repercussions of hosting events catering to drug and/ or alcohol affected youths. I am not in a position nor prepared to wait any longer, after wasting years of my life in pursuit of a positive outcome, while the AJC fiddles about. It will stop or I will take whatever steps necessary to have the matter resolved. We expect to live in peaceful safety in our home and to come and go freely without fear or trepidation protected from the baser elements of life. We will not accept the introduction of degrading behaviour into our life on any day or evening of any year. That is our final word on the matter.



***Please note: I will be forwarding a copy of the above to the following recipients if the matters raised are not resolved to my satisfaction by the time of the next AJC Race Meeting.

Andrew Scipione
Commissioner of Police
Superintendent Rogerson
Eastern Beaches Local Area Command
Sgt Gray
Eastern Beaches Licensing
Sgt Thompson
Eastern Beaches Traffic
Sgt Bosch
Duty Officer Maroubra
Morris Iemma
Premier of New South Wales
Graham West
Minister for Gaming and Racing
Paul Pearce
Member for Coogee
Barry O'Farrell
Leader of the Opposition
Opposition Spokesman for gaming and racing
Andrew Stoner
Bruce Notley-Smith

Mayor Randwick City Council
Ray Brownlee
General Manger Randwick City Council
Allan Graham
Compliance Randwick City Council

Caroline Owen - FUTURE MSUIC FESTIVAL - SSD 4995-2011

From:
To:
Date:
Subject:
CC:

Attention Caroline Owen
Re: SSD 4995-2011
PLEASE WITHHOLD ALL CONTACT DETAILS

FYI edited correspondence no 3

Objection DA/851/2010 - Future Music Festival Randwick Racecourse 2011

Dear Mr Brownlee,

Due to my Mothers serious illness I am lodging a late but strenuous objection to the Application to hold the Future Music Festival at Randwick Racecourse on 12th March 2011.

I will also be forwarding a formal complaint regarding the excessively disturbing noise levels and anti-social behaviour connected with the 2010 Music Festival with a copy to be forwarded to council.

My objection is based on similar grounds to my objections to previous Festivals (please refer to all previous objections lodged with council) and additionally the need for my Mother and I to leave our home in the early afternoon of the 2010 Festival and drive around for hours not returning home until near the event end time due to the horrific noise levels throughout our house.

Contacting the festival help line would have been pointless - nothing but stopping the music would have alleviated the noise we were subjected to this year. It was worse than ever. I had to remove my Mother from the bed she occupied supposedly in the privacy of her home, she was ill and not in a fit state to spend approximately 8 hours being driven around. During this time we noted instances of drunken and possibly drug related anti-social behaviour but could not record them.

Unlike previous years I can not state what occurred around and about our home but suspect from observations made whilst driving past throughout the afternoon and evening and when calling into our house that the noise generated by troublesome youths living nearby who are usually set off by the festivals example were true to their usual form.

I called into our house several times to evaluate the noise levels which at no stage decreased. The house was vibrating and not fit to be occupied at any time that I went back inside. When we were able to return home there were groups of young males and females lying about prostrate on the footpath outside our home and outside the Hotel. I had to steer

my Mothers walking frame from the car away from the bodies littering the footpath to access our front gate.

My Mother was distressed and frightened because she felt weak and was worried she would fall. Additionally she had not had dinner.

Prior to going home I complained to a police officer stationed in Doncaster Avenue who advised he would pass on my complaint during debriefing. He remarked on the noise levels of the music emanating from the racecourse throughout the length and breadth of Doncaster from Alison Road to Anzac Parade and had wondered to his colleague if the residents could hear it from inside their homes. He said my complaint answered his question.

The police again did a wonderful job backed up by a very high standard of strategic planning but nothing, absolutely nothing will make this abomination work or ease the burden on residents, council or police. The AJC must be forced to cease holding this outrageous event. It is the most blatantly insulting, greedy, grasping money grabbing exercise I have ever encountered enacted with total disregard for the well being of anyone affected as they are in their many thousands.

They are exposing residents, the community, Randwick City, Randwick Council, police and festival patrons to harm and spitting in everyone's eye for good measure. The Jockey Club could sort this in seconds but they are not possessed of the level of care and concern for their fellow human beings to do the manly thing.

I expect to be accorded the right to look after my mother without any interference or action that places her at risk, deprives her of her rights and privacy and definitely nothing engineered by man that drives her from her home.

We are long term residents who have been very badly served over many years by our "neighbour" the Australian Jockey Club. They do not act in ignorance, they know there are serious health issues attached to our household.

Their determination to continue staging this music festival, an event that bears no kinship to running a racecourse whatsoever and is fraught with the dangerous elements of drug and alcohol consumption is a despicable act of aggression towards the entire community. The AJC, if allowed to go unchecked, will embroil RCC in bitter controversy, cost rate payers money and drag the name of Randwick City into the gutter.

On the day that a group of racecourse patrons were arrested some months ago we witnessed three young women dressed to the nines complete with fascinators drunk to the point of collapse lying on their backs in Doncaster Avenue.

One had her legs in the air pedalling an imaginary bicycle with her dress hitched up to her waist and her very brief g-string on display. Another got up and swung from a tree hooting and screaming, the third was swigging from a bottle. Empty bottles lay on the ground around them, they were all paralytic.

More recently on another raceday I parked my car in a nearby carpark and saw three men trying to lift a woman to her feet. She was dressed for the races but lying on her back on the cement car park floor and try as they might they could not budge her. She kept sliding out of their grasp so drunk was she. This level of drunkenness occurs when patrons attend the racecourse then a local Hotel.

Splitting hairs about who is responsible for which part of the intoxication and talking up personal responsibility completely ignores the fact that the event be it race meeting or music festival involves a decision at the outset to proceed to stage the event and clearly due care and consideration is not being applied to the impacts on those affected nor is appropriately safe management practised.

There is a systemic failure by the AJC to address community impacts of venue patrons. I would not have been asked to record the thousands of instances of anti-social behaviour we have witnessed if this was not the case. I am not asking council to stop this event for our household alone. This is an all of community issue and must be addressed because the Jockey Club is bringing trouble to us all that I have no doubt will eventually lead to very serious consequences. It is unpreventable.

I am not an unreasonable person and do not call for cessation of this festival lightly. That it was never going to work has been obvious from the first, it should not be held at Randwick Racecourse under any circumstances. If you had seen what I have over the years you would agree.

Caroline Owen - FUTURE MUSIC FESTIVAL -SSD 4995-2011

From:
To:
Date:
Subject:
CC:

Attention Caroline Owen
Re: SSD 4995-201
PLEASE WITHHOLD ALL CONTACT DETAILS

FYI edited correspondence X 4 (to Allan Graham RCC)

Hi Allan,

Thank you for the time you spent discussing the Future Music Festival when I telephoned you after receiving the below email.

I am recording events on the day for your information.

At 2.11 pm I decided the noise disturbance of the music emanating from the racecourse warranted a complaint so I called the hot line and spoke to "Amy" asking her to record the following:

My name and address and that the music from the racecourse can be heard from inside the rear two thirds of our home and is flowing down the side pathway and into the front of the house. I requested a sound level check be carried out at our address and said that the noise would probably not be as loud once they carried out the check as the music had changed.

Amy was respectful, courteous and told me she would log the complaint. I asked her to confirm the time which she nominated to be 14.15 hours.

The music was already lower in volume when I got off the phone due to a change in the instruments being played and the style of music. I consider the hot line and sound check an inaccurate means of addressing the noise levels at a given time and open to manipulation by the organisers. Time lag is also a significant factor weighted in the organisers favour.

This morning I was not well enough to go out to pick up medication that I have nearly finished. Instead I took a sleeping tablet and went to bed in the 2nd bedroom located near the front of the house.

I was woken sometime between 12.30 and 1.00 pm by the throbbing, vibrating sound of music. My headache throbbed in time with the sound and "feel" of the music coming through the floor of the bedroom travelling into the bed and my pillow. That is consistent with previous complaints made to council re noise disturbance emanating from the

racecourse and other local venues dating back over many years.

An audiologist from UNSW confirmed that noise disturbance has a significant component of "felt or vibrational noise" even at low sound levels in addition to "level of volume sound noise" as per documents sent to RCC regarding previous noise disturbance complaints re the Doncaster Hotel and racecourse. Felt noise is not being addressed.

The noise also enters our house via a skylight located at the mid point of our hallway. This has been the case in all instances of noise disturbance affecting our household. I am not prepared to close our doors today as it would be too uncomfortably hot and would make no discernible difference to the overall impact of the noise disturbance.

At 2.50 pm by my computer clock a sound check was carried out at our front gate. It was of very short duration, the noise was significantly lower than when I telephoned at 2.11 pm. Approximately one minute after the sound check engineer left the proximity of our home the noise level increased discernibly.

The sound check was carried out in a location that did not reflect the noise disturbance being experienced inside our home or the noise flowing over our back fence from the racecourse.

3.00 pm noise levels are significantly lower and far less disturbing. I do not know if the volume has been turned down or the change in music format is responsible or whether directional factors have come into play.

3.18 noise still greatly reduced.

3.19 Noise levels have shot up markedly. Vibration and sound disgraceful. Can be heard and felt throughout the house. My Mother is starting to feel distressed.

3.26 Called hot line speaking again to Amy. Registered further complaint citing the invalid nature of sound checks carried out so long after the fact and due to changing nature of source of sound. Amy was as previously polite and understanding of my complaint. We did a time check and she confirmed my complaint would be recorded.

I told her I could hear the screaming, shouting and cheering where I stood in my kitchen and that I would have to leave the room as soon as I hung up. It was unbearable. I walked through the house and could hear the same level of noise in every room as well as in the street. As I write the noise is audible in Doncaster Ave.

It is disgraceful.

3.53 pm I am now about to cook a very late lunch for my Mother in a kitchen with loud throbbing music playing and flowing through the rest of the house. The sound "hits" you like a wave when you walk under the skylight in the hallway. I will have to take tablets for my headache. The noise is better at times, but not much better at other times than last year, the worst on a consistent basis so far. On too many occasions it is just as bad as 2010.

There is too much variation in sound levels, there is a trap here, after experiencing this disgraceful intrusion for so many hours...when the sound decreases it is easy to think it is not so bad compared to the previous levels. It takes a few minutes to acclimatise to the new lower level then you realise it is still totally unacceptable

Please note no flyer re the hot line as per your email was placed in our letterbox. I took

particular trouble to watch for it. On Friday two business cards were left in the letter box without any explanation as to their purpose. One for Shane Brady Security and Risk Management for Australian Jockey Club, the other for Dennis Mitchell Assistant Security and Risk Manager.

Presumably they may have called to the house and could not enter due to the locked front gate.

Had you not sent me the flyer in the attachment I would not have had any contact information for complaint on the day. Not that having the hot line number has helped in any way whatsoever. I am only calling the hot line to assist you to collate information for your records as per our conversation. I refuse point blank to engage in any further contact with the AJC regarding this event after today.

I recently wrote a very strongly worded email to the managing agent of of a neighbouring house house advising that I was holding him personally responsible for any further disturbance to our household. This is the only reason we have not had an outbreak of noise disturbance and anti-social behaviour from the tenants as has occurred in previous years due to the example of the Future Music Festival.

An acquaintance told me the other day that her son and his friends think it is hilarious that she and other people living around the racecourse have to put up with "the gig" (the Future Music Festival). I overheard the UNSW student tenants living next door voicing similar sentiments in their backyard this afternoon during a break in the noise disturbance from the festival.

This is an appalling example for the AJC to hold up. It creates an unhealthy attitude towards the community in the youths attending the event and living in the area and elevates them above the responsible adults affected.

4.23 pm Complaint to Amy re noise (confirmed call time 16.23) Can hardly hear Amy talking so loud the noise in our kitchen.

4.52 pm Sound levels unacceptable. Varying wildly in volume

4.59 pm Very loud ... outrageous ... no more sound checks to my knowledge.

5.02 Noise throughout house and street. Complaining a waste of time.

5.08 pm Noise and vibration/throbbing beat disgraceful. Voices of band clearly audible in street and home.

5.40 pm Voices clearly audible, noise very loud.

5.45 pm Called Shane Brady Security and Risk Manager AJC advising that the noise was right throughout our house, I told him it was not his fault but I was too angry to allow him to speak. I was literally shaking with anger. I told him to pass on my complaint. He was fully aware I was right and clearly could not do anything.

6.28 pm Not a room in the house free of the noise. I can clearly hear individual musical instruments playing.

7.29 pm Called Amy again - complained. Amy apologised to me.

7.58 pm Called Maroubra Police station complained to Const James Fowler who advised they were being inundated with complaints and the duty officer was trying to address the situation. I advised Const Fowler I was lodging a complaint against the AJC and requested he pass on the message to Inspector Deans.

8.05 pm Called Amy again to complain. She is a very nice girl...she knows this is disgraceful.

9.15 pm Called Amy again to tell her the glass in our rear windows is vibrating with the noise of the music and a downpipe is banging against the house in time with the same music. This is unbelievable

time?? Called Inspector Deans at Maroubra Police Station to find out if I have to put in an FOI to find out cost to police budget of music festival.

10.50 pm Called Maroubra police to report youths sitting on fence next door drinking from beer bottles and causing noise disturbance. Playing "music" by banging beer bottles together. They appear to have come from the Hotel. Sending police car. Bulk of youths left shortly after I called. I do not know if police had time to attend.

Youths milling about the street making severely disturbing noise, lying on footpath, screaming swearing and shouting.

11.55 pm loud clapping and cheering from people on balcony of Hotel. This has been occurring all evening as per usual.

12.03 am This has been a disgraceful performance on the part of the AJC. Still very noisy in street.

12.15 am Noise still from youths in the streets. Some lying about on the footpath opposite our house outside the Doncaster Hotel.

12.17 am Someone is blowing what sounds like a fog horn somewhere near Anzac Pde.

12.19 am Loud whistling and screaming. Staff at Hotel throwing bottles into bins in bin room. Clearly audible as per usual

12.24 am Still playing horn

The noise earlier in the day when youths were moving to the racecourse was extremely loud. The behaviour was much better due to management planning I believe but still far from acceptable.

This is not going to work under any circumstances and is undeserving of any more money being thrown at it nor a seconds further effort to make it work.

Regards