

Brittany Gada

From: doug_wells@comcast.net
Sent: Friday, January 27, 2023 4:06 PM
To: Brittany Gada
Subject: [EXTERNAL] Queenz Restaurant Meeting - CU2022-0006 & -0007

CAUTION: This email originated from outside the City of Beaverton. Exercise caution when opening attachments or clicking links from unknown senders.

Hi Brittany,

Here's another example of pretty severe push back that we received – both police and me – even after physically walking over and asking Queenz to turn the music off.

This email sent contemporaneous with the noise 5/21/2022.

Thx,
 -Doug

Doug Wells
 8170 SW Maple Drive
 Portland, OR 97225
 503-866-2749

From: doug_wells@comcast.net <doug_wells@comcast.net>
Sent: Saturday, May 21, 2022 10:39 PM
To: 'Drew Vanderveen' <dvanderveen@beavertonoregon.gov>
Cc: 'lora_wells@comcast.net' <lora_wells@comcast.net>; 'doug_wells@comcast.net' <doug_wells@comcast.net>
Subject: RE: [EXTERNAL] RE: Noise complaint - re: Queenz Asian Cuisine at 8225 SW Apple Way

Hi once more Drew,

Apologies for the rapid fire emails to you this weekend... There's an event again tonight, Saturday night – a wedding. As I'm typing this to you it's about 10:15pm and the base noise is again very annoying and felt inside our house. About 20 to 25 minutes ago I went over to Queenz and spoke with a Diana (or Diane) and a Tracy – both work there, and Tracy said she's spoken to me on the phone a couple times. Anyway, they told me they are applying for a permit that lets them hold the events and not have to worry about the noise. Diane said they don't have to be quiet until midnight. We discussed my observation that their stage and speakers are actually directed diagonally across their space directly at our home... so maybe reoriented those might help. We also discussed having an acoustic engineer help. I'm not one, but I'm imagining that foam under the base speakers might help alleviate the boom boom boom steady base sound from traveling so easily through maybe the floors (??) such that the homes here at the west end of Maple Drive can literally feel the constant beating base.

Officer Gassell called me as I was typing this email. He confirmed that yes, quiet hours are 10pm to 7am and not as Diana and Tracy suggested. He also said you're the right person to be helping and that taking video might be useful. And reading the code – he gave me Beaverton city code # 5.15.025 as the reference. He said there's like 7 factors and that it may not be completely straightforward. So if I can figure out how to look that up I'll do that to better understand. Officer Gassell did suggest (as did Officer Stubs yesterday and before) that most every event shuts down at 10pm and that if the sound is turned off or down at 10pm that typically solves all the issues. I told both officers that I agreed with that – that being quiet during the 10pm to 7am should pretty much avoid any noise issues.

...

Okay, it's now about 10:25pm and the sound just stopped. This has happened before where it just starts back up in 15 minutes or so. But I'm super hopeful that Diane and Tracy are actually trying a bit harder to turn off the base sound at least. Those two did seem like good people. I thanked them for speaking with me. That's a good thing. They invited me to come to eat there during their regular hours. I was straight up with my name and where I live and what I'm hoping for – no loud base noise after 10pm – and those two seemed at least willing to speak with me. So that's good I think. There were tons of people around, and I don't think our interactions together were anything but super civil and such. Nevertheless, we definitely disagreed with what the permit might allow for. I'm thinking the permit (that Tracy said they just spent money to submit) is for holding events in their space and does not grant any rights whatsoever to waive any laws or codes or ordinances like the 10pm to 7am quiet hours restrictions. From what they told me, they may believe the permit gives them broad permissions for whatever sound, activities, etc. are associated with the particular event – weddings, concerts, dances, etc. ... So I do feel we aren't eye-to-eye with what we expect. ...

...

Sorry for the long email here, but I wanted you to know that I did engage with this establishment and that I think there may be more work to do to convince them to tell their patrons that there's a hard stop at 10pm in terms of noise. Officer Gassell said something about a recent wedding he was involved with (??) where they simply had a hard stop at 10pm. I mentioned to him also that when my daughter married recently the reception in downtown Portland had a hard stop at 10pm, period, no exceptions and no "just turning the noise down at 10pm" thing... I didn't really think of the community at the time; I just knew the venue business had the rule that everything is absolutely closed and stopped by 10pm...

...

I plan on calling you on Monday.

Thank you,
-Doug

From: doug_wells@comcast.net <doug_wells@comcast.net>
Sent: Friday, May 20, 2022 11:25 PM
To: 'Drew Vanderveen' <dvanderveen@beavertonoregon.gov>
Cc: 'lora_wells@comcast.net' <lora_wells@comcast.net>; 'doug_wells@comcast.net' <doug_wells@comcast.net>
Subject: RE: [EXTERNAL] RE: Noise complaint - re: Queenz Asian Cuisine at 8225 SW Apple Way

Hi again Drew,

I just got off the phone with Officer Stubs (503-726-8457). He asked whether I had followed up with you on this, and he specifically asked that I let you know that when he spoke with Queenz Asian Cuisine the last time I called, they told him .. last song, last song... Officer Stubs said no, need to turn off now... to which they told Officer Stubs they are applying for a permit to be able to continue with these events and not have to comply with the 10pm to 7am quiet hours. Officer Stubs said he doesn't know if what they told him (about applying for a permit) is true or whether they were lying to him. Officer Stubs asked that I let you know this is what they told him.

The dispatch person said she's keeping records of my calls to her (and that I didn't need to keep a ledger or tally of my calls). I mention this in case it's helpful to get a log of incidents. We aren't home all the time, but when we are it seems this is happening frequently on Friday and Saturday nights. The loud base continues between 10:45pm and 1:30am or so, or at least that's when we're most bothered by it. The sound may start earlier and end later, but we're attempting to live our life and not feel like we need to spend our Friday and Saturday nights monitoring and reporting noise concerns.

I will put this on my calendar to call you Monday this week. Can you confirm the best times within which to call you? I really want to file whatever things are needed to get this issue resolved.

Thanks in advance for helping our neighborhood here at the west end of Maple Drive!!!

-Doug

Phone 503-866-2749

From: doug_wells@comcast.net <doug_wells@comcast.net>
Sent: Friday, May 20, 2022 11:04 PM
To: 'Drew Vanderveen' <dvanderveen@beavertonoregon.gov>
Cc: 'lora_wells@comcast.net' <lora_wells@comcast.net>; 'doug_wells@comcast.net' <doug_wells@comcast.net>
Subject: RE: [EXTERNAL] RE: Noise complaint - re: Queenz Asian Cuisine at 8225 SW Apple Way

Hi Drew,

Would you give me a call on Monday or when you're available early next week? I'm calling the non-emergency dispatch number again tonight; it's 11pm and the base noise coming from Queenz Asian Cuisine at 8225 SW Apply Way is not ending. We feel the base inside our home. I'd like to know if now's the time I need to file a more formal complaint or lawsuit to get this business to comply with the quiet hours rules. Our neighbors mentioned they might just be figuring they can keep doing this and just include the risk of fines and the cost of fines into their event pricing. Are there any monetary fines that can be charged?

Please give me a call at your earliest convenience.

Thank you,
-Doug

Phone 503-866-2749

From: Drew Vanderveen <dvanderveen@beavertonoregon.gov>
Sent: Monday, May 2, 2022 12:16 PM
To: doug_wells@comcast.net
Subject: RE: [EXTERNAL] RE: Noise complaint - re: Queenz Asian Cuisine at 8225 SW Apple Way

That would be my hope as well. I did just hear back from planning and there are some things they need to clarify and possibly apply for with the City so I will pay them a visit as soon as my schedule allows it.

Thank you,

Drew Vanderveen
Code Compliance Ofc.
City of Beaverton
503-718-1629

From: doug_wells@comcast.net <doug_wells@comcast.net>
Sent: Monday, May 2, 2022 12:11 PM
To: Drew Vanderveen <dvanderveen@beavertonoregon.gov>
Cc: doug_wells@comcast.net; lora_wells@comcast.net
Subject: RE: [EXTERNAL] RE: Noise complaint - re: Queenz Asian Cuisine at 8225 SW Apple Way

Hi again Drew,

Thanks so much for helping with this!! We are optimistic that the good folks at Queenz Asian Cuisine and this address will respect the quiet hours rules and so forth.

Kind regards,
-Doug and Lora Wells

From: Drew Vanderveen <dvanderveen@beavertonoregon.gov>
Sent: Monday, May 2, 2022 12:03 PM
To: doug_wells@comcast.net
Subject: RE: [EXTERNAL] RE: Noise complaint - re: Queenz Asian Cuisine at 8225 SW Apple Way

Hi Doug and Lora,

I did visit their website after your email came in this morning. Regardless of the zoning, which I'm waiting to hear back on, they do need to respect the noise ordinance. I will be investigating the case this week, in the meantime, if you do hear the excessive noise after hours, please contact the Beaverton Police Department for a response at that time, if calls are generated for that address, it will put that property a little more on the radar.

I'll be in touch with you when I hear back from the planning dept on the zoning issue.

Thank you,

Drew Vanderveen
Code Compliance Ofc.
City of Beaverton
503-718-1629

From: doug_wells@comcast.net <doug_wells@comcast.net>
Sent: Monday, May 2, 2022 11:57 AM
To: Drew Vanderveen <dvanderveen@beavertonoregon.gov>
Cc: doug_wells@comcast.net; lora_wells@comcast.net
Subject: [EXTERNAL] RE: Noise complaint - re: Queenz Asian Cuisine at 8225 SW Apple Way

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We've been at our address here at 8170 SW Maple Drive for just over 20 years now, and we recall for the longest time that south west corner of Laurelwood and BVH had a chiropractic practice and we think some type of orthopedic retain shoe store or something similar – not an event space of any kind. The loud sound problem with this address at 8225 SW Apple Way is new. Attached are screenshots of the Queenz Asian Cuisine website – one showing their food operations which apparently end by 9pm, and the other representative of the venue/event space they offer. The April 2nd event was quite loud and was the first time we took the time to go out and confirm that the sound was not coming from the Wine & Growl farther south in the strip mall at the south east corner of Laurelwood and BVH.

We would appreciate the city and county notifying the tenants at this address (i.e. Queenz Asian Cuisine) to make sure they understand they do need to respect the 10pm to 7am quiet hours regardless of any business that they may be attempting to operate. We further hope the tenants there can simply not operate as an event space at all between the hours of 10pm and 7am. And if their operations do end at 10pm, for example, we do need them to still strictly respect the 10pm to 7am quiet hours when cleaning up after 10pm. The first time we called them, it was after their closing and they said they were just cleaning up and testing out their sound system – which we asked them to please turn off the

heavy base amplifiers and music, and perhaps please do the sound testing outside of the 10pm to 7am quiet hours window. Their response was that they are running a business and therefore their playing the music and using the sound system is okay. Their response is why we feel it's important that the city and county both notify this business and the tenants to let them know that the quiet hours do in fact apply to them (and all of us).

Thank you for addressing this! We appreciate your help!!

Respectfully,
-Doug and Lora Wells
Phone 503-866-2749
8170 SW Maple Drive
Portland, OR 97225

From: Drew Vanderveen <dvanderveen@beavertonoregon.gov>
Sent: Monday, May 2, 2022 10:25 AM
To: doug_wells@comcast.net
Subject: Noise complaint

Good morning,

Your complaint about the business in your neighborhood has been received. I contacted the cities planning dept to ask if they are zoned to hold these types of events.

Additionally, since the loud music and general noise is happening after hours, it would be best to call the BPD non-emergency number at 503-629-0111. Code compliance does not operate that late, and it would become a call for the Police. I will address the zoning issue with the business if that becomes a violation.

Thank you,

Drew Vanderveen
Code Compliance Ofc.
City of Beaverton
503-718-1629