

Noise Management Policy

Introduction

This Noise Management policy relates to a property at 32 Front Street, Whickham NE16 4DT, and is for its proposed use as a micropub. The property fronts on to a pavement adjoining Front Street to the front of the premises, which is a busy retail area of the town. Adjacent to the building are 2 retail units, 1 sharing a party wall, 1 separated by an alley used as a fire escape route. Both of these units have retail/office space on their first floors. To the rear of the property is a retaining wall separating a number of residential properties at first floor level.

These residential properties are considered to be most at risk of noise disturbance from the operations of the premises. Although there are no residential properties opposite action will be taken in managing disturbance and will be treated as if there is.

The venue is committed to develop and maintain good relations with local residents, neighbours and local authority. The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and will be adopted.

1. This policy is to set out the process of noise management for the premises. It was written with consideration of the BBPA "Effective Management of Noise from Licenced Premises" document and The Institute of Acoustics "Noise from Pubs and Clubs – The Good Management Guide."
2. Potential causes of noise pollution and the controls to minimise

Music, Singing and Speech

Wherever possible, doors and windows will be kept closed to minimise any noise pollution in general. Audio checks will be carried out at random times (within the opening times applied for) and recorded. The amount, direction, volume, mounting and number of speakers will set in such a way to minimise the external disruption and also monitored regularly.

If there is a specific event taking place, this will be advertised and equipment placed in such a way to minimise any disruption to neighbouring premises. The volume of equipment will be checked and logged to ensure it falls within acceptable levels.

Staff will encourage patrons to disperse from the premises gradually at the end of the night to minimise disruption and control noise levels. The only exit available will be to the front of the premises. A sign will be displayed on this exit to ask patrons to be mindful of neighbouring properties when departing the premises and to leave quietly.

Patron will not be allowed access to the premises outside of the operating hours

Outdoor area

The use of the outdoor area by patrons will not be permitted

Deliveries and Collections

Delivery and collections from the premises will be carried out during normal working hours, i.e. between 08:00 and 18:00 Monday to Saturday. Emptying of rubbish and empty bottles from inside the premises into rubbish collection bins will also be carried out within these times (with the exception of Sunday 12:00 – 18:00).

Mechanical Equipment (Extraction and Ventilation)

The placement and design of any mechanical equipment installed will be done in such a way that controls any noise disruption. The correct ventilation covers will be used and the placement of such equipment designed to have the least impact. Acoustic covers and anti-vibration mounts used wherever possible. Regular maintenance will be carried out on these units to ensure there is no reduction in their sound-proofing properties.

3. Dealing with a noise complaint

The company will endeavour to reduce/remove any noise issues using the above strategy; however, the following steps will be taken in the event of a noise complaint:

- Staff to log all complaints and report them to the Manager immediately
- If the complaint is made at the time of the alleged infringement:
 - Check all controls are in place, i.e. doors and windows are closed, levels of entertainment are within limits, etc
 - A decibel recording will be carried out and recorded
- If the complaint is made after the infringement:
 - An investigation will be carried out by the Manager
- If a noise problem is established then a review of this policy will be undertaken and advice to reduce/remove the issue will be sought.

4. Noise Management Check Log

Date	Time	Area checked	Db recorded	Comments	Signed

4. Review

An annual review of this policy will take place to ensure that the policy is still relevant and that it covers all of the requirements, It will also ensure that any changes in legislation are tracked and dealt with. I will also carry out reviews:

- After introducing new sources and/or controls
- Following a complaint
- When monitoring procedures identify that controls are inadequate

5. Training

All staff who work on the premises employed in the sale of alcohol will be trained in this policy so that they are familiar with the requirements. A signed record of this training will be held and be presented to the relevant authorities on request.

I, the undersigned, agree that I have read and understood the contents of this policy. I agree to uphold all of the points raised and do everything within my control to ensure the measures are effective. I will immediately raise any issues with my manager:

Name	Signed	Date
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**The Doghouse Noise Com-
plaint**

Date complaint received Time the complaint received

Date the complaint relates to Time the complaint relates to

Name of the person making the complaint

Address of complainant

Nature of the complaint (give as much detail as possible)

If the complaint has been made at the same time as the alleged infringement

Are the doors and windows closed?

What is the volume setting of any entertainment equipment?

Has a noise reading been taken?

Has a speaker been moved?

Are there any changes to the conditions that would effect the external noise pollution?

Investigation

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Details of person completing the investigation

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