

Townhouse 12

Noise Management Plan

for

Serviced Accommodation

Proposed Noise Management Procedure

1.0 Noise Monitoring

It is proposed that the management of Townhouse 12, otherwise known as 12 Cambridge Road, HD1 5BU, will routinely monitor the noise levels within the building within daytime hours, as the house keeper and cleaning staff are present throughout this time.

Areas of concern that we will be monitoring are:

- 1) Out of hours deliveries
- 2) Late Check ins
- 3) Parties & Group 'block' Bookings
- 4) External Noise

2.0 Noise Management

It is proposed that through active monitoring of the noise levels, there should be little disruption of the neighbourhood's quiet enjoyment of the area.

Proposed solutions to the above areas of concern and management thereof will be via:

- 1) Deliveries will only occur on weekdays and after 9am.
- 2) There are no late check ins (after 6pm) & the housekeeper checks everyone in personally.
- 3) We do not allow stage parties, group bookings or other parties taking the property as a whole.
- 4) We have no chillers or other equipment requiring external plant.

3.0 Noise complaints

All complaints can be logged and recorded within the complaints log book, which would be accessible upon request from the management should anyone require the information.

Please see attached example of proposed log sheet.

Following a noise complaint the management will request that the patrons reduce the noise level, they will then monitor the area for an agreed time following a complaint and ensure that the rules in place are followed. Should patrons continue to breach the noise rules then the management will take further steps to remedy or remove the offenders from the premises.

As a professional provider of serviced accommodation; we are fully committed to ensuring our business does not impact on the environment and the local area:

1. Proposed Use: Sympathetic to a residential area, more so than HMO or student accommodation.
2. Car Parking: Customers use the local council car park not the on-street spaces.
3. Gardens: There are no external play areas
4. Complaints: Handled by a company director
5. Housekeeper: On 24 hour call (8 mins away - out of hours) - operational procedure to call the police in all instances
6. Doors: All are on closers

Please note that we are not a venue for weddings nor for other large celebrations and we don't sell or provide alcohol on the premises.

In short, the reviews speak for themselves, as to how well managed and quiet the property is and on the odd occasion, a few reviews state our response time and our handling of any problem that arose, as being excellent.

Proposed Noise Complaint Log

NOISE MANAGEMENT COMPLAINT SHEETS

DATE OF COMPLAINT	
TIME OF COMPLAINT	
HOW THE COMPLAINT WAS RECEIVED	
ANY PERSONAL DETAILS OF THE COMPLAINANT ADDRESS TELEPHONE NUMBER	
NATURE OF THE COMPLAINT	
ACTION TAKEN	
FOLLOW UP CONTACT WITH THE COMPLAINANT	
ACTION TAKEN TO RESOLVE COMPLAINT	
ANY FURTHER NOTES	