

Noise Management Plan

Applicant: Tauseef Ahmad

Business Name: TWO MEN's KITCHEN

This document outlines the measures the business will implement to minimise noise, disturbance, and any negative impact on neighbouring residents and the general public. The plan demonstrates our commitment to responsible operation and compliance with local authority expectations.

1. Complaint Management Procedures

- A formal **Complaint Log System** will be maintained on site.
- All complaints from neighbours or the public will be recorded, investigated, and resolved promptly.
- The **store manager's name and contact number** will be clearly displayed at the entrance for anyone wishing to raise concerns.
- Records will be available for inspection by the local authority upon request.

2. Waste Collection & External Activity

- We will use the **same waste collection service** as surrounding businesses so that waste is collected at the same time.
- This prevents additional vehicle movements and avoids unnecessary noise from staggered collections.
- No waste handling will take place outside the premises other than placing bags/bins out at the designated collection time.

3. Internal Noise Control Measures

- **No music** will be played inside the premises at any time.
- Notices will be displayed reminding customers and delivery drivers to **enter and leave quietly** and to respect nearby residents.
- Customers (primarily delivery drivers) will only enter briefly to collect orders.
- **Door closers** will be installed to prevent door slamming.
- Staff will monitor customer behaviour to ensure quiet operation at all times.

4. External Noise & Parking

- Parking spaces are located a short distance from the street, reducing the likelihood of noise from cars or motorbikes directly outside the premises.
- No glass bottles will be stored or used on site. Only **cans and plastic/PET bottles** will be available, and all drinks are takeaway only.
- No outdoor seating or consumption of food/drink will take place.

5. Equipment, Extraction System & Vibration Control

- No external chillers or air-conditioning units will be installed.
- Only **internal refrigerated prep units and a fridge/freezer** will be used.
- The extraction system will undergo **regular maintenance** to ensure hygiene, cleanliness, and low noise output.
- The extraction system will include **twin silencers**:
 - one to reduce motor/fan noise exiting the building
 - one to reduce noise travelling back into the premises
- **Anti-vibration mounts** will be used wherever possible to minimise structural noise transfer.
- The **prep and cooking area** will be positioned away from both neighbouring walls to further reduce noise transmission.

6. Deliveries & Supply Chain

- We do **not** expect deliveries of raw materials to the premises.
- All supplies will be sourced directly by staff from local suppliers and cash-and-carry businesses.
- This eliminates delivery vehicle noise and reduces traffic impact on the street.

7. Staff Training & Operational Controls

- Noise mitigation procedures will be included in **staff induction and ongoing training**.
- Staff will be trained to manage customer behaviour, maintain quiet operation, and follow all noise-control protocols.
- Compliance with this plan will be monitored internally and reviewed regularly.

Conclusion

The measures outlined in this document demonstrate our commitment to operating responsibly and minimising any potential noise impact on neighbouring properties. We believe this plan provides a robust framework that meets the expectations of the local planning authority and supports a harmonious relationship with the surrounding community.