

Noise Management Plan for boarding kennels and exercise field at Cuddy's Farm, Lower Whitegate Farm, Holmbridge, Holmfirth, HD9 2TH.

1. Responsible Manager

- ☐ **Role:** A designated Noise Manager (the Site Manager or appointed senior staff member on duty) holds full responsibility for day-to-day noise control, staff supervision, and complaint response.
- ☐ **Contact:** Contact details for the Noise Manager will be clearly displayed on-site, on the website and provided to the local licensing authority.

2. Procedures to Minimize Noise Breakout

- ☐ **Maximum Capacity:** The total number of dog kennels is capped at **18** (matching the planning permission and assessed capacity in Report P10435-R1-V1).
- ☐ **Indoor Housing:** Boarding dogs remain indoors with access to external areas restricted to supervised toilet breaks, play and exercise. Each Kennel will access the external areas separately.
- ☐ **Building Control:** All external doors will remain fully closed when dogs are inside, except for necessary staff or animal access and egress.

3. Dog Behaviour, Stimulation, and Exercise

- ☐ **Stimulation:** Staff provide appropriate physical and mental stimulation (toys, enrichment feeds, interaction) to reduce boredom and stress-related barking.
- ☐ **Group Separation:** Dogs are housed separately (unless from the same household) to prevent friction and noise.
- ☐ **Staggered Exercise:** Use of the exercise field is staggered so that groups do not overlap, reducing collective excitement and noise.
- ☐ **Active Monitoring:** Staff constantly monitor the kennel area for early signs of distress or barking and intervene promptly.
- ☐ **Non-Compliant Dogs:** Any dog showing chronic or excessive barking is moved to a quieter, inner holding area, given individual attention, or—if severe—returned to its owner to protect local amenity.

4. Complaints Handling and Investigation

- ☐ **Reporting Channel:** A dedicated telephone number and email address are provided to local residents for easy, direct reporting of any noise concerns, these are available on-site and on the website.
- ☐ **Complaints Log:** All complaints are recorded in a dedicated logbook detailing the date, time, nature of the noise, resident details, and weather conditions.
- ☐ **Investigation:** The Noise Manager investigates every complaint immediately to identify the source. Actions taken are logged in writing.
- ☐ **Remedial Action:** Steps taken may include the dog moving kennels, increasing indoor stimulation, or altering staff supervision routines.

5. Staff Training and Plan Review

- ☐ **Staff Briefing:** All new and existing staff receive training on this plan during onboarding. Training covers supervision duties, keeping doors closed, managing external breaks, and handling complaints.
- ☐ **Plan Review:** This plan is reviewed immediately after any substantiated noise complaint, a material change in operations, an increase in dog numbers, or any change in how external areas are used.