Noise Management

This report has been prepared to manage the effect of customer noise and operational activities on nearby residential properties.

The assessment has been undertaken in accordance with:

- National Planning Policy Framework (NPPF)
- BS 4142:2014+A1:2019 – Methods for rating and assessing industrial and commercial sound
- ProPG: Planning & Noise (2017)
- WHO Community Noise Guidelines
- Professional judgement and comparable venue data

1. SITE DESCRIPTION

The site comprises a former retail unit located within an established mixed commercial and residential area.

Immediately surrounding land uses include:

- Residential dwellings located approximately 10 metres from the proposed beer garden boundary
- Existing commercial premises along the street frontage
- Typical urban background noise from road traffic and local activity

The external area proposed for use as a beer garden is positioned to the rear of the premises and has an approximate capacity of 50 patrons.

2. PROPOSED DEVELOPMENT AND OPERATION

Measures that will be taken to effectively control noise arising at the premises from the following sources:

(i) Music and other amplified sound at the premises
(ii) Patron conversation/laughter including those at outside smoking areas and those leaving the premises
(iii) Disposal of glass bottles
(iv) Outdoor equipment such as chillers and air conditioning plant
(v) Deliveries of supplies to the premises and removal of waste from the premises

Developing and maintaining good relations with local residents, neighbours, other businesses and the local authority has been paramount since the conception of the idea in transforming the former newsagents into a micro-bar. It has always been understood that there will be trepidation from local residents. This was evident during the Alcohol Premises Licence application.

The front patio area is adjacent to the A636 and existing commercial premises. Environmental Health did not raise concerns regarding the use of this area during the licensing process.

May it also be noted that should issues arise in the future, there are mechanisms in place that Responsible Authorities can rely upon which can include enforcement action and / or a Premises Licence Review. It is in the Operators' interests to avoid such action.

3. CHARACTER OF NOISE

Important qualitative considerations:

- Human voices are common and expected in social environments
- No tonal or impulsive characteristics
- Limited operating hours (up to 20:00h)
- Small capacity venue
- Managed seating area

Therefore the noise is:

- Intermittent
- Social in nature
- Not industrial/mechanical
- Low risk of sustained disturbance

4. MITIGATION AND MANAGEMENT MEASURES

(i) MUSIC AND OTHER AMPLIFIED SOUND AT THE PREMISES

In accordance with Condition 4 on the planning decision notice, the operation of any sound amplification equipment shall not take place within or be used in connection with the outside seating area.

(ii) PATRON CONVERSATION/LAUGHTER INCLUDING THOSE AT OUTSIDE SMOKING AREAS AND THOSE LEAVING THE PREMISES

As mentioned, there are two outside areas relating to the premises: (a) The front 'patio' area and (b) the beer garden.

Both areas shall adopt a '3 strikes' exclusion policy for any particularly vocal and disruptive customers with staff remaining vigilant.

Taking these areas separately:

a) The front area approx. 840cm x 240cm is an area adjacent to the public footpath and runs along the front of the building. This area shall have provision for some seating / smoking / vaping. Whilst concerns by EH were low, staff will be vigilant in keeping customers' voices at an acceptable level - particularly after 10pm.

b) The rear beer garden has a noise curfew of 8pm as dictated at the Licencing Hearing in respect to the residents of Sunnybank. Therefore staff are aware to begin clearing the area at 7.45pm. There is a sign on the door indicating no entry after 8pm. Anybody wishing to smoke / vape after 8pm should do so at the front of the building. There is additional signage in the garden notifying patrons to respect neighbours by keeping noise to a minimum, using appropriate language and vacating by 20:00h.

   Occupancy is limited to 50 people.

   There is a 2m fence installed between the garden and Sunnybank properties that is of close-board construction, contains no holes or gaps and has a minimum surface density of 10 kg/m2.

Glazed windows and doors are double-glazed.

Customers leaving the premises should be reminded to be respectful of neighbours when leaving. Any loitering outside after 11pm should be disbanded (eg waiting for a taxi) or requested to wait inside to avoid chatting and saying goodbyes in the street outside.

(iii) DISPOSAL OF GLASS BOTTLES

Waste provision is located to the front of the premises as the only access for waste refusal lorries. Requests are made to third parties to carry out their activities between 8am and 6pm.
Staff are instructed not to decant any glass bottles into the exterior glass bin after 9pm.

(iv) OUTDOOR EQUIPMENT SUCH AS CHILLERS, AND AIR CONDITIONING PLANT

Initially, there will be no external chiller or air conditioning plant associated with the micro bar.

(v) DELIVERIES OF SUPPLIES TO THE PREMISES AND REMOVAL FOR WASTE FROM THE PREMISES

Requests are made to third parties to carry out their activities between 8am and 8pm.

5. NOISE COMPLAINTS PROCEDURE.

Any complaint of noise by any method should ultimately be reported to the operator, Jay Ashton. Additionally,

- All complaints will be recorded in a complaints log.
- Complaints will be investigated as soon as reasonably practicable.
- Where justified, management procedures will be reviewed.
- Corrective action will be implemented where appropriate.
- A record of complaints and actions taken will be retained.

The operator is committed to maintaining good relations with neighbouring residents through proactive management of customer behaviour and prompt investigation of any concerns.

6. STAFF RESPONSIBILITIES

All members of staff will receive instruction regarding this Noise Management Plan.

Staff shall:

- Monitor customer behaviour in outdoor areas
- Remind customers to respect neighbours where necessary
- Clear the rear beer garden before 20:00
- Prevent amplified sound within the beer garden
- Monitor customers leaving the premises
- Record any complaints.

This Noise Management Plan shall be reviewed periodically and updated where necessary to reflect operational experience or following any justified complaint.