

NOISE MANAGEMENT AND PUBLIC NUISANCE PLAN – PROPOSED COCKTAIL BAR AND EVENT SPACE

Purpose:

To identify and minimise impact on local residents and neighbouring properties.

To identify the range of potential noise sources relating to the premises and the mitigations to minimise noise levels.

To define the measures that will be taken to test compliance with any noise levels agreed with Wiltshire Licensing.

To define the complaints procedure.

Scope:

The Noise Management Plan applies to all aspects of the proposed venue, being the former HSBC Bank, 18 High Street, Amesbury, SP4 7DN.

Identification and Mitigation of Noise:

Source	Timing	Impact	Mitigation
Customers	During the licensed hours of operation.	Excessive noise from customers entering and exiting the premises, causing disturbance to local residents and neighbouring properties.	<p>Appoint 2x CIA accredited door supervisors to manage the safe and quiet entrance and exit of customers at the premise after 2230hrs.</p> <p>Appoint 2x CIA accredited door supervisors to monitor behaviour of customers inside the premises at all times.</p> <p>Relocate the main entrance to the side door, situated on the side of the building furthest from residential housing.</p> <p>To install a secondary door at the relocated main entrance, minimising potential for noise to escape.</p> <p>Ensure that the reception area is kept clear at all times, enabling customers to enter the property quickly and efficiently.</p> <p>Actively monitor the provision of alcohol to customers after 0000hrs.</p> <p>Do not permit glasses/alcohol outside at any time.</p>

			<p>Maintain communication with police authority and regimental police to ensure smooth exit of customers from the area after 0000hrs.</p> <p>Apply for membership of local Pub Watch as a means of learning lessons.</p> <p>Notify neighbours in writing at least 7 days before any special event.</p>
Customers	During the non-licensed hours of operation	Excessive noise causing disturbance to local residents and neighbouring properties.	<p>Relocate the main entrance to the side door, situated on the side of the building furthest from residential housing.</p> <p>To install a secondary door at the relocated main entrance, minimising potential for noise to escape.</p> <p>Notify neighbours in writing at least 7 days before any special event.</p>
Internal Music	During the licensed hours of operation	Excessive noise causing disturbance to local residents and neighbouring properties.	<p>The Licensee, or a nominated deputy, shall affect full control over all sources of amplified music and shall, where necessary, arrange for the volume to be reduced or the playing to cease if, in the opinion of the Licensing Authority, a noise nuisance is likely to be caused or is occurring.</p> <p>Relocate the main entrance to the side door, situated on the side of the building furthest from residential housing.</p> <p>To install a secondary door at the relocated main entrance, minimising potential for noise to escape.</p> <p>All windows on the ground floor will be closed, insulated and blocked.</p> <p>Restrict live music to 0030hrs.</p> <p>Noise from music and voices emanating from the premises between 02:00 – 09:00 will be inaudible at the boundary of the nearest residential premises.</p> <p>Keep all windows and doors closed.</p>

			<p>Any double glazed windows installed on the building shall be maintained.</p> <p>Limit bass levels after 0000hrs.</p> <p>Warn neighbours in writing at least 7 days before any special event takes place.</p>
External Music	During the licensed hours of operation	Excessive noise causing disturbance to local residents and neighbouring properties.	There shall be no external music.
Deliveries and Collections	0500-2100hrs	Excessive noise causing disturbance to local residents and neighbouring properties.	Allow deliveries to take place between 0800-1800 Monday to Friday only.
Garden	During the licensed hours of operation	Excessive noise causing disturbance to local residents and neighbouring properties.	<p>Restrict use of garden to daylight hours only.</p> <p>Restrict the number of customers allowed in the smoking area.</p>
Cellar Air Conditioning Unit	24 hours a day	Excessive noise from generator.	Conditioning unit is well maintained in good condition to avoid excessive noise.

Public Relations:

Maintaining positive relations with local businesses and residents is important. We will notify neighbouring properties, local residents and local businesses at least 7 days before any significant or special event. We will also maintain relationships through the Amesbury Pub Watch scheme, and are prepared to engage constructively with the Town Council as required.

For any significant event, a dedicated telephone number will be provided in order that we can respond to queries immediately.

Noise Monitoring:

Under guidance of Environmental Health, we will monitor the noise level weekly for recorded music, and adjust volumes accordingly. This will be the responsibility of the person with the personal licence present at the premise at any given time. A log will be maintained for each recording made and action taken.

Complaints:

Complaints regarding noise levels can be made in person to the appropriate licence holder on site, in writing to the licence holder or by telephone to the dedicated number provided for each event.

Each complaint will be logged and the action taken recorded. Complaints made after the event will be logged and a response provided within 7 working days.