



Noise Management Policy

The Cuckoo Inn
Hamptworth Road, Hamptworth, Salisbury, Wiltshire SP5 2DU

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On behalf of: Eagle Point Limited
Document Ref: 22091085
Date: 5th October 2022

Big Sky Acoustics document control sheet

Project title:	Noise Management Policy The Cuckoo Inn
Document reference:	22091085
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Document status and approval schedule

Revision	Description	Date	Approved
0	Approved for issue	05/10/2022	RV

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Noise Management Policy

We operate a considerate business. There are residential properties in the village around us that can be affected by noise and we realise that we must not disturb people in their homes. That is why we must manage all noise from The Cuckoo Inn and this becomes even more important in the evening when it is quieter and when our neighbours may be resting or sleeping. We therefore have a comprehensive approach to managing noise from the premises and we pay particular attention to strictly controlling all noise generating activity outside.

The following points are key to our Noise Management Policy:

- We will endeavour to ensure that all noise emanating from the premises will not cause a nuisance at any residential property.
- Arrangements are in place to ensure that deliveries only take place between the hours of 08:00 - 18:00hrs, Monday - Saturday except where access at other times is unavoidable and specific procedures are in place to limit disturbance.
- Glass recycling can make noise. No empty bottles are tipped or thrown into outside storage receptacles between 18:00 - 08:00hrs.
- Refuse collections are made at the times allocated for the village. We ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently.
- Except for servicing, maintenance and safety reasons, fire doors and service doors to the pub building are kept closed after 21:00hrs. Emergency exits and service doors will not be propped or held secured open when the premises are trading and there is any noisy activity inside.
- Smokers are encouraged to use the smoking shelter at the rear of the pub and this area will be regularly checked by staff.
- Given that this is a country pub the style of the business and operating hours means that there will be a gradual departure of customers and we are not busy at the end of the evening.
- Clear notices are prominently displayed at the exit requesting customers to respect the needs of local residents and to leave the area quietly.
- We will strictly control events that use the outside space. These controls include:
 - Residents will be notified by email and letter drop one month in advance of any event outside with amplified music.
 - Ensuring any events with music finish at, or before, 21:00hrs.
 - Not hosting more than one outdoor event day with music per month (with the exception of our two beer festivals each year).
 - Only booking performers with smaller PA systems and ensuring loudspeakers are directed at the audience space immediately in front of the performance area.

- Avoiding bands that perform musical genres that create a higher risk of loud noise.
- Checking sound levels and setting so an agreed maximum level which will not be exceeded.
- Selecting bands that we already know and are confident can work with our restrictions.
- We attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of how we operate The Cuckoo Inn. Particular emphasis will be placed on maintaining close links with local residents including hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.
- The telephone number of The Cuckoo Inn is published on our website and our immediate neighbours have our contact details to call if they have any concerns about the premises. Any complaint will be recorded noting the date and time of complaint, the approximate location of the complainant, a description of the noise and how it is affecting the complainant, and the follow up action. We will share the complaint record with authorised officers of Wiltshire Council on request for the purposes of investigating a formal noise complaint made to the council.
- Noise management procedures are an integral part of our employee training.
- We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.

The Cuckoo Inn Management Team

Issue date: October 2022
Next review due by: April 2023

Location of music performance area and monitoring positions:

