

Noise Management Plan / September 2021 / 4a - 4b Endless Street, Salisbury

Summary of Premises

The premises are known as the former 'Koh Thai' restaurant of 4a-4b Endless Street, Salisbury. The property fronts onto the pavement of Endless Street and has, for the last 20 years plus, served the hospitality industry in Salisbury. The premises have residential neighbours directly next door at 6 Endless Street, as well as Sarum Lodge which is a collection of 47 retirement homes. These neighbours are considered the most at risk of noise disturbance from operations of the premises.

Intended use of premises

It is intended that the premises will be operated as a restaurant and will be licensed to sell alcohol. The restaurant concept is called Tinga, and has for the last 3 years, run successfully just around the corner at 2-4 Salt Lane. The proposed operators, Daimee Limited, are known to local authorities and operate 4 premises licences in Salisbury City centre, all with permission for alcohol. The Directors have a proven track record of working with local council, licensing, police, public and other local businesses.

Operating Times

Daimee Limited propose to operate the premises in line with full planning permission granted by Wiltshire Council on 15th December 2015. This planning permission was agreed with the developers of Sarum Lodge when planning status was changed from nightclub to restaurant with takeaway.

- Operating Times: 12:00 – 24:00 Monday – Sunday
- Ventilation and Extraction use: 07:00 – 23:00 Monday – Sunday
- Delivery and dispatch of goods: 08:00 – 20:00 Monday – Sunday

Statement of intent

The directors of Daimee Limited are committed to operating this premises in harmony with neighbours and local authorities whilst bringing economic growth to the City Centre. The purpose of this Noise Management Plan (NMP) is to identify noise sources/acceptable noise levels and demonstrate reasonable steps to manage and control the noise. The NMP will also define a program to monitor noise and describe the policy of receiving and responding to complaints.

Noise sources and proposed controls

<u>Noise Source</u>	<u>Possible effects on impact</u>	<u>Controls and Mitigation</u>
Internal Music	Hours	Music will only be played between 12:00 and 24:00
	Doors and Windows	All windows are fixed shut. There is a front porch area with two sets of double doors. This provides protection of noise reaching street level
	Bass Control	Low frequency and bass can travel. Levels will be agreed with EHO
	Location of speakers	Speakers will not be located facing external doors and partying walls will be avoided. No speakers in stair well.
	Volume	Should Wiltshire Council request a noise limiter be installed for all regulated entertainment then this will be done. This should be the action taken after an investigation into noise volume rather than as a general condition of operation. Music will only be

		played on background music. Music constituting regulated music will only be considered for special occasions.
	Style of music	Music style will be a mix of traditional and modern southern American
	Source of music	Music will be via recorded music and speakers. NO Live music (in line with current planning consent)

Noise Source	Possible effects on impact	Controls and Mitigation
Smoking	Location	Smokers will be asked to smoke at the front of the building. The rear will have no access for customers. Customers will be asked to smoke to the side of the building closest to 8 Endless Street. This is the furthest point away from our high risk neighbours
	Times of use	Smokers will be allowed to smoke between 12:00 and 24:00
	Number of persons	Number of persons allowed to smoke outside at one time will be capped at 6. This will represent a minute % of the total capacity
	Management	Supervisors will be trained to monitor the number of persons smoking and monitor noise from smokers

Noise Source	Possible effects on impact	Controls and Mitigation
Dispersal of customers	Group Sizes	Noise from dispersal is common with events and customers leaving at one time. In a restaurant context, tables leave when they have finished dining and this is staggered
	Events	We do not plan any events which could lead to large numbers of customers dispersing together
	Times of use	Customers will only be permitted on the premises between 12:00 and 24:00
	Management	Supervisors will be trained to request customers leave quietly. They will also ask people not to gather outside the premises. Signage will also very visible for customers requesting them to keep noise levels down when leaving
	Location	The premises is not next to any other licensed establishment, nor a taxi rank, so there are no reasons to congregate. Taxis called post 20:00 will be called to Blue Boar Row.

Noise Source	Possible effects on impact	Controls and Mitigation

Waste Management	Location	Bins will be stored at the rear of the premises
	Times of use	Collection of waste from contractors will be between 08:00 and 20:00. Staff will be permitted to empty waste between 08:00 and 23:00
	Management	Supervisors will be trained to monitor staff and adhere to the above usage times

<u>Noise Source</u>	<u>Possible effects on impact</u>	<u>Controls and Mitigation</u>
Kitchen Extraction and Aircon	Location	All exterior vents are mounted on the rear of the building
	Times of use	As per planning consent, use will be between 07:00 and 23:00
	Additional features	Ant vibration mounts have been fitted to avoid noise transfer through the fabric of the building

Noise monitoring

Noise monitoring will be completed by trained Supervisors and Managers. Noise monitoring will be done using electronic mobile noise monitors and results logged in the company Dropbox file. Levels will be monitored from positions agreed with EHO and checked daily. Daimee Limited has operated a number of high-profile events on public space in the City Centre and experienced in decibel recording and monitoring. Locations would be on Endless Street near the closest residential property and also the rear of the building. Notes will be made on what the supervisor can hear as well as the noise monitor.

Complaints procedure

Daimee Limited will always have an 'open door' policy with members of the public concerned about noise resulting in operations from the premises. Complaints can be made via email to info@tingasalisbury.com or by phone to 01722 504416. These contact points are monitored during operational times only. Staff members will be trained to pass the information to a trained manager who will contact one of the company directors. The director assigned to the complaint will do everything reasonably possible to carry out an investigation into the complaint and work with the member of public and, if necessary, the relevant local authorities.

Staff training and NMP updates

Noise management training will be a regular feature in all staff training and inductions. The NMP will be reviewed every 6 months by a director or if a new piece of equipment is purchased. This can be requested by relevant authorities.

We the undersigned commit to ensuring the noise management is implemented and maintained at all times.

Name

Position

David Hancock
Aimee Hancock
Matthew Thorne

Director
Director
Area Manager