

NOISE MANAGEMENT PLAN – NEW INN (AMESBURY) LIMITED

Purpose:

- To identify and minimise impact on local residents and neighbouring properties
- To satisfy the Wiltshire Council Licensing Authority
- 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 check compliance with the agreed noise levels
- To define the complaints procedure

Scope:

The Noise Management Plan applies to all aspects of The New Inn.

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>Actively monitor the provision of alcohol to customers after 0000hrs.</p> <p>Do not permit glasses/alcohol in the outside drinking area after 0000hrs.</p> <p>Maintain communication with police authority and regimental police to ensure smooth exit of customers from the area after 0000hrs.</p> <p>Maintain membership of local Pub Watch as</p>

			<p>a means of learning lessons.</p> <p>Encourage customers to leave from the front of the property, thereby reducing noise levels to neighbouring properties at rear of premise.</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>Restrict live music to 0030hrs.</p> <p>Noise from music and voices emanating from the premises between 23:00 – 09:00 will be inaudible at the boundary of the nearest residential premises.</p> <p>Keep all windows and doors closed after</p>

			<p>2100hrs.</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.	<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>Restrict all external live music to 2300hrs. After 2300hrs the music volume shall be reduced so that it is barely audible at the facades of the nearest residential properties.</p> <p>Speakers to be directed away from neighbouring properties.</p>
Deliveries and Collections	0500-2100hrs	Excessive noise causing disturbance	Encourage deliveries between 0800-1800

		to local residents and neighbouring properties.	Monday to Friday only.
Garden	During the licensed hours of operation	Excessive noise causing disturbance to local residents and neighbouring properties.	Restrict use of garden to daylight hours only.
Car Park	24 hours a day	Excessive noise from cars entering and exiting car park. Misuse of car park.	Erect signs advising patrons to exit the premise swiftly and quietly. Regular checks of car park to ensure appropriate use.
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 for each live music event and 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.