



Unit 2, 123 Albion Street,

Noise Management Plan

Sound generated by the operation of the licensed premises can take many forms, and is part of the vibrancy and experience created as part of the entertainment offering. Managing this both inside and outside the premises to ensure at all times the promotion of the licensing objectives, and to minimise disturbance of nearby residents in 125 Albion Street as far as practicable is the aim of this operational noise management plan, which applies to all sources of sound emitted.

We will train our staff to observe and enforce this Noise Management Plan and monitor the effectiveness of it and compliance with it.

We will encourage our customers to observe this Noise Management Plan and generally to respect this city center neighbourhood within which we trade, building on our reputation in other cities for zero complaints.

We will take the following specific steps in order to proactively promote the licensing objectives, and minimise the risk of justifiable complaints which could unreasonably harm residential amenity.

A: Music Controls

1. All amplified music played in the venue will be controlled in level and frequency to achieve to following levels, which have been quantified by a suitable qualified or trained person:

Position	L _{Aeq} in dB(A)	L _{A90} in dB(A)	L _{AMax} in dB(A)	Bass Frequencies	
				L _{eq} 63Hz in dB	L _{eq} 125Hz in dB
Inside up to 23:00	TBA				
Outside up to 23:00	TBA				
Boundary to residential	TBA				

To be completed following commission tests

Table 1: Upper Existing Operational Music Levels in any 5 minute period to meet residential criteria

2. Where this would normally require external doors facing residents to be closed where they are kept open for ventilation conditions then the existing levels in Table 1 may need to be reduced so that the agreed criteria within residential is met.
3. No external audio equipment will be permitted to be used.
4. All external suppliers of entertainment (ie. DJ's, entertainers) will be required to enter into a Service Level Agreement (SLA), which agrees to operate through the acoustically limited house system, and if they are found to not be will not be permitted to continue to supply services to the venue



5. Live music (including acoustic percussion) to end by 23:00hrs, except for exception events to number no more than 3 per calendar year, where residents in 125 Albion Street should be notified in advance and for how long it will continue.

B: Complaint Management

1. The premises will have a single point of contact for complaints, which is made available to residents that might be affected by noise from the premises (which may be a mobile number or an e-mail address) and they should be encouraged to call it should they have a complaint about music noise;
2. In the event of a complaint details should be recorded into a complaint log and every effort will be made to quickly check that the control measures are in place, and to reduce levels voluntarily until such time as the complaint has been fully investigated in line with this sound management plan;



Complaint Log

Name/ Position:

A complaint was received: (tick) ; Date :

Note : If a verbal or telephone complaint was received then complete the details of the complaint below and action taken with as much detail as possible

Details of complaints (include contact details if given, time, nature):

Investigation details and actions taken:

Reminders : Was the iNMP followed ? , Was it justified (J) or malicious (m) ?

Could more be done to avoid in future?



Staff Service Level Agreement – Noise Management

I confirm that I am familiar with the requirements of the Noise Management Plan.

If I am found to not comply then I accept that I could be asked to cease providing services to the venue, pending an investigation, and may have payment withheld if I have been found to have willfully not complied with the interim Noise Management Plan.

Date :

Name:, Signature:

.....

Contact details (email and or mobile).....

I am aware that I must not operate the sound system beyond the limited sound output: (tick if yes)

I am familiar with the Interim Noise Management Requirements : (tick if yes)