

**LICENSING ACT 2003**

**THE ARENA GRILL & LOUNGE LTD**

**ARENA GRILL AND LOUNGE, 307 HIGH STREET, CHATHAM, ME4 4BN**

**NOISE MANAGEMENT PLAN**

The aim of the Noise Management Plan is to put in place reasonable measures to reduce the impact of noise associated with the premises. People are generally less tolerant of avoidable noise, particular attention must be paid to reducing or eliminating avoidable noise.

**Objective:**

To ensure that the premises promote the Licensing Objectives, particularly the Prevention of Public Nuisance, the Premises Licence Holder will utilise this Noise Management Plan to mitigate noise from the premises.

**The Premises Licence Holder will do this by:**

<b>Source</b>	<b>Possible Effects on Impact</b>	<b>Mitigations to consider</b>
Inside music noise	Hours the premises will be operational and number of promoted events at the premises	A noise limiter will be installed at the premises and set at a level to ensure music noise from the premises does not disturb residents and businesses.
	Volume	Control via a noise limiter and a “cooling down” period 30 minutes prior to the end of licensable activities.
	Doors and Windows	Keep closed whenever Regulated Entertainment takes place except for access and egress.
	Location of speakers and equipment	Ensure they are moved away from doors and windows and avoid placement near party walls.

	Location of source	Avoid locating near large single glazed areas or external patron access doors.
	Bass control	Noise limiter to be installed and set at an appropriate level to reduce the impact on surrounding residents and local area.
Outside Music	Not Relevant	
Deliveries and Collections	Times of day	Deliveries and collections to take place during business hours.
	Days of week	Where possible and if external companies allow, Mon-Fri deliveries only and not on Public Holidays.
Smoking Area	Location	To be away from noise sensitive locations and limited number of patrons permitted to smoke at anyone time.
	Times of use	Smoking area to used throughout trading day. Number of smokers to be capped at 8 after 22:00.

	Customer Noise	Restrict number of customers using smoking area after 22:00
Customers	Leaving Customers	Notices to remind patrons to leave the premises quietly and respect the local residents. SIA (when on duty) to manage dispersal in accordance with Policy.
	Later Hours	No re-entry to the premises after 00:00, save for smokers. This is to be continually risk assessed by the management of the premises. CCTV to cover the front of the premises or outside areas.
	Loitering (including smokers)	No drinks to be taken outside the premises. SIA (when on duty) to manage dispersal in accordance with Policy. Refuse entry to those causing a nuisance. Limited the number of patrons outside the premises or those using any designated areas.
Chillers, air con, extractors etc	Nature of noise including hums, rumbles and whines	Locate sources away from residents and party walls where possible. Use quieter plant, silencers and acoustic housings. Ensure equipment is serviced regularly and well maintained.
Complaints	Response and attitude	Incident log to be kept up to date recording date, time, name, cause and action taken. Consider regular meetings with neighbours (every quarter)

## Additional Guidance Notes

### 1. Inside Music Noise

Often the bass elements are noticeable outside, close to the premises and inside nearby premises especially if they are attached. Good management control to keep doors and windows closed and control hours and volumes with a cooling-down period (reduced volume) for the last 30 minutes is achievable by the supervisor. Consideration of location of loudspeakers, limiting Juke Boxes and structural works may require someone with specialist experience bearing in

mind that structural works may not be fully effective in reducing bass. Live music is very difficult to manage, since many musicians bring their own equipment, and it cannot be effectively controlled by the supervisor unless there is a good working relationship. It may be prudent to favour events which minimise impact. Warn neighbours in advance of special events which might have a greater potential for disturbance.

Carry out regular checks at the boundary of the nearest noise sensitive properties, but **remember** if you have been subject to loud music for an hour or so your hearing will not be as sensitive and the music level outside can easily be underestimated when you carry out your check. This effect is known as temporary threshold shift.

## **2. Deliveries, recycling and refuse collections, and stores**

Deliveries and collections are noisy e.g. the refrigeration units on delivery vehicles and the clanging of barrels, the rattle of bottles, and the noise from refuse collection vehicles. The most effective way of minimising impact is to ensure that they take place at reasonable times on a weekday. Wherever possible locate stores away from noise sensitive premises and consider the use of purpose built or sound-proofed stores.

## **3. Smoking area.**

Smoking shelters and the use of external parts for customers to smoke may give rise to disturbance to occupiers of neighbouring premises especially later at night. Carefully consider their location. A smoking shelter may also need planning permission. Similarly external seating and eating areas, either on the premises or on the adjacent street can cause problems as can the use of metal tables and chairs, particularly if legs do not have rubber protectors on the feet. Remember that the late night removal of tables and chairs can also give rise to disturbance.

## **4. Customers and Car Parks.**

Customer noise is a difficult matter, people leaving a noisy venue often carry on talking outside at the same volume, and this can be disturbing. Customers congregating outside to smoke, use mobiles or try to hold a conversation across the window façade with friends in the venue can cause problems. Particularly disruptive customers should be warned and where appropriate an exclusion and dispersal policy introduced.

Car parks are another area where occasional supervision and checks especially late at night may help to prevent loitering, chatting or inconsiderate and noisy driving. Signs which emphasise the need to refrain from shouting, slamming car doors, sounding horns and loud use of vehicle stereos and anti-social behaviour should be considered. A good relationship should be fostered with responsible taxi operators where possible, and customers encouraged to order the taxi whilst still inside.

## **5. Complaints**

The importance of a sympathetic and polite response to complaints cannot be over emphasised. Many problems can be defused by the right attitude and response. Letting neighbours know that you are willing to meet with them to discuss issues can help maintain relations and assists with neighbour tolerance.

**This Policy is the property of the Premises Licence Holder and may be updated from time to time to reflect changes in current operating practices.**

**For any queries regarding this Policy please contact**

**Ayodeji Awe Designated Premises Supervisor for the premises.**