

# Newcastle-Under-Lyme Golf Club



## Noise Management Plan

<p><b>SUMMARY OF PREMISES/ SITE/ EVENT</b></p>	<p><b>Use by golfers</b></p> <ul style="list-style-type: none"> <li>- Golfers will occasionally use the facility from breakfast usually between 8:00 and 11:00</li> <li>- Golfers may pick up takeaway food and beverage from the halfway house as they pass by after nine holes before they continue onto the 10<sup>th</sup> hole.</li> <li>- Golfers will use the bar and restaurant and the balcony for lunch and to socialise after their round.</li> <li>- During the summer, golfers mainly use the facilities between 12:00 and 22:00.</li> <li>- During the winter, golfers mainly use the facilities between 12:00 and 18:00.</li> </ul> <p><b>Restaurant / functions use</b></p> <ul style="list-style-type: none"> <li>- As a standard, we hope to open the restaurant Thursdays, Fridays &amp; Saturdays 18:30 – 21:00 last orders at 21:00 close at 22:30.</li> <li>- On Sundays, the restaurant will open between 12:00 &amp; 18:00.</li> <li>- We anticipate between 30 and 50 people will use the restaurant during these times.</li> <li>- Occasional private booking may be taken up to 100 people. These will include Funeral wakes that are generally daytime bookings. Birthday Parties and Weddings are likely to be the largest noise generators and will be in the evenings.</li> <li>- Smoking areas, people talking on the balcony, people arriving or leaving and refuse disposal could generate noise.</li> <li>- The areas of our premises that will be used are the Dining room, the lounge, the men’s Bar and the patio.</li> <li>- These and the smoking area are highlighted on the attached plan.</li> </ul>
<p><b>STATEMENT OF THE KEY OBJECTIVES (WHAT IS THE PURPOSE OF THE NOISE MANAGEMENT PLAN)</b></p>	<ul style="list-style-type: none"> <li>- <b>Identify noise sources and acceptable noise levels</b></li> <li>- <b>Identify steps that need to be taken</b></li> <li>- <b>Define a way in which monitoring of the noise will take place (e.g. staff member at certain points around the site/ building to determine whether noise could be heard in neighbouring properties)</b></li> <li>- <b>How complaints of noise will be dealt with</b></li> <li>- <b>Minimise impact upon local residents/ prevention of public nuisance</b></li> <li>- <b>To satisfy local authority</b></li> </ul>
<p><b>LOCATION &amp; SITE PLAN</b></p>	<ul style="list-style-type: none"> <li>- The neighbouring properties most likely to be affected by noise are marked with the blue crosses on the attached plan.</li> <li>- Existing wall mounter speakers will be replaced with ceiling mounted speakers to distribute music better to enable the volume to be kept to a minimum. The speakers will be located in the dining room, the lounge and the men’s bar.</li> <li>- We will have a noise limiter, which all music must be played through.</li> <li>- The smoking area has been specifically located away from neighbouring properties.</li> </ul>
<p><b>INVENTORY OF NOISE SOURCES</b></p>	<ul style="list-style-type: none"> <li>- Smoking areas will be used from 9am until 11pm</li> <li>- The patio will be used from 9am until 10pm.</li> <li>- The half-way house will be used from 9am until 6pm</li> <li>- The dance floor is in the lounge and may be used for private functions until midnight.</li> <li>- Sound checks – will be conducted during the setup of private functions and every 60 minutes during. A member of staff who will inspect the perimeter of our building will conduct these.</li> </ul>

	<ul style="list-style-type: none"> <li>- We have no loud generators.</li> <li>- Fireworks will not be allowed.</li> <li>- People arriving and leaving</li> <li>- Vehicles (Inc. taxis) arriving and leaving</li> <li>- Delivery, waste disposal and collection – days &amp; times</li> </ul>
<p><b>NOISE CONTROLS INCLUDING NOISE LIMITS (USUALLY AGREED WITH THE COUNCIL)</b></p>	<ul style="list-style-type: none"> <li>- An Electronic sound monitoring and mains power switching until will be used. It will be set to a limit agreed with the council and will disconnect the mains power if the level is exceeded. We will use this type of limiter as it can be used for functions by bands or DJs, which are our highest risk of reaching the limit. This will be checked to be working correctly before each event. Our staff will also test it regularly.</li> <li>- <b>Additional restrictions to bass will be added if possible please advise</b></li> <li>- The council will be contacted to agree the acceptable sound limit.</li> <li>- Sound checks will take place before each event</li> <li>- Doors and windows will be kept shut. Windows will be locked and doors will have automatic closers fitted.</li> <li>- Music will not be played before 12:00.</li> <li>- We will install a double door to our entrance to the lounge adjacent to the dance floor.</li> <li>- Last orders on the patio will be at 9pm. The smoking area will be closed at 10pm as a standard and 11pm for functions.</li> <li>- No speakers are currently fitted externally.</li> <li>- The council will be consulted to agree sound limits at boundaries nearest to residents.</li> <li>- Deliveries and waste disposal will be restricted to between 8am and 6pm.</li> <li>- Patrons arriving must do so before 9:30pm. When leaving the restaurant signage will be in place and our staff will remind them to be conscious of our neighbours. For functions and events, we will appoint a car park Marshall to ensure that patrons leave quietly. We will also have a no car radio policy in place with relevant signage.</li> </ul>
<p><b>NOISE MONITORING</b></p>	<ul style="list-style-type: none"> <li>- Noise monitoring will be carried out daily along the boundary nearest to our neighbours. During events, the noise will be monitored every hour.</li> <li>- <b>How?</b> Our staff will monitor and record the noise. The records of recordings will be kept behind the bar.</li> <li>- <b>Council's advice required for machinery to monitor noise.</b></li> <li>-</li> </ul>
<p><b>COMMUNICATION WITH NEIGHBOURS</b></p>	<ul style="list-style-type: none"> <li>- All neighbours that request to be notified of events will be contacted in advance via email.</li> <li>- A hotline number will be provided for each event.</li> <li>- Reasonable requests will be dealt with immediately. Music will be turned down or turned off. Noisy patrons will be asked to be quiet or to leave.</li> <li>- A noise complaints log will be maintained behind the bar to record any issue and how they were handled.</li> </ul>
<p><b>COMPLAINTS PROCEDURE</b></p>	<ul style="list-style-type: none"> <li>- The on-site manager will deal with complaints. Music will be turned down or turned off. Noisy patrons will be asked to be quiet or to leave.</li> <li>- Reasonable requests will be dealt with immediately Club Manager will contact the complainant within 48 working hours.</li> <li>- Immediate response if noise limit exceeded action will be taken by the onsite manager. Music will be turned down; guests will be asked to move, be quiet or to leave, as necessary. All complaints issue will be recorded in the noise logbook behind the bar.</li> <li>- If the complainant does not feel the issue has been handled to their satisfaction the council will be informed of the complaint.</li> </ul>
<p><b>MANAGEMENT COMMAND AND</b></p>	<ul style="list-style-type: none"> <li>- The Club Manager is responsible for all noise at our site.</li> </ul>

<b>COMMUNICATION STRUCTURE</b>	<ul style="list-style-type: none"> <li>- How will entertainment contractors, facility hirers etc., will be made aware of the Noise Management plan and noise limits/ requirement to use noise limiter etc. as part of the pre hire agreement.</li> <li>- During events when the club manager is absent, the Bar &amp; Catering Manager is the responsible person.</li> <li>- The Bar &amp; Catering Manager is the person with full control over sound levels and with authority to require others to comply with the noise management plan during events</li> </ul>
<b>CONTACT DETAILS IN CASE OF EMERGENCY</b>	<ul style="list-style-type: none"> <li>- Sound engineers (noise limiter/ sound system repairs) One stop computers 01782 847208</li> <li>- Persons responsible for sound system – The Club Manager, Richard Beech 07920 030783</li> <li>- Person with overall responsibility over sound levels and Noise Management Plan (Club Manager, Richard Beech 07920 030 783)</li> <li>- Council details (Licensing 01782 717717 licence/ Environmental Health 01782 742570)</li> </ul>
<b>FOLLOW UP/ REVIEW</b>	<ul style="list-style-type: none"> <li>- The bar &amp; Catering Manager will complete a full Evaluation of an event within 2 working days of it taking place</li> <li>- Details of any issues, what happens, why, what actions were taken, how to prevent issue from arising in future</li> <li>- Noise management plan updated to reflect any changes</li> </ul>

<b>Component</b>	<b>Noise Management Plan</b>
Inside Music Noise, Films Etc.	Soft Background music may be played during the evenings until 10pm. All music will be played through a sound limiter. Windows & Doors will be kept closed during functions.
Outside Music	No functions will have outdoor performances.
Deliveries & Collections	Deliveries will be taken between the hours of 8am and 6pm. No deliveries will be arranged or accepted outside of these hours.
Smoking Shelters, external eating & eating areas	Smoking shelters will not be adjacent to neighbours' properties. Meals & Alcohol will not be served in the outside dining area after 9pm. Signage will remind customers to be mindful of our neighbours and our staff will manage any noisy customers. Tables & Chairs will not be collected late at night.
Gardens & play areas	N/A we do not have any
Customers & car parks	Signage will be in place to ask customers to be mindful of our neighbours and to keep noise to a minimum when leaving. After functions, we will assign a car park Marshall to ensure this is adhered to. We have CCTV, a no stereo rule for cars and a not entry after 9pm rule.
Refuse and recycling bins, bottles & stores	Collections will be scheduled during standard working hours. Our staff will not empty into bins between the hours of 10pm and 8am.
	All equipment will be properly maintained in correct working order. Any excessive noise equipment will be turned off after 10pm. All equipment is located away from residents.

Equipment such as chillers, air con kitchen extraction	
Complaints	We wish to be socially responsible neighbours if complaints are reasonable, we will turn down or switch off any music or equipment causing excessive noise. All complaints will be recorded, and we will invite neighbours to regular liaison meetings.

Signed

Date

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Premises Licence Holder