

Holloway Hill Sports Pavilion
Holloway Hill Recreation Ground
Busbridge Lane, Godalming, Surrey, GU7 1QD

Noise Management Plan

The premises license holders for Holloway Hill Sports Pavilion aim to achieve the highest standards of management, both inside and outside the premises, and to always ensure the promotion of the licensing objectives, including that of noise management.

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 the neighbourhood within which we trade.

We will take the following specific steps in order to promote the licensing objectives.

A: Music Controls

1. On the occasions when amplified music is played in the venue, we will monitor the level of sound by use of an app-based Decibel Meter. This will be used to take readings both inside the premises, outside on the veranda and in the road behind the Pavilion. Before this is used for the first time, we will calibrate what is an acceptable level of reading in those areas and will use this to ensure that we do not create a nuisance to the surrounding areas, nor cause damage to the ears of those within

- the building. Those levels will be entered into this document once they have been determined.
2. Should the above, over time, not create a consistent level of control then we will investigate the use of a suitable sound limiter to manage the level and frequency of sound within and outside the Pavilion. The installation of such a specific piece of equipment would be discussed with both a suitably qualified acoustician and the Local Authority. We would expect that this will not be needed.
 3. The external doors of the building face towards the Recreation Ground itself and away from our nearest neighbours. These must **not be locked shut at any time** that there are people within the premises as they form one of the escape routes for the building. We will **endeavor to ensure that they are closed after 22.00 except for access or egress** (added at licensing hearing) when necessary to prevent noise from amplified music emanating from the building to prevent public nuisance.
 4. We do not intend to use external audio equipment. Should an event take place that requires use of such equipment we will consult with the Local Authority before the event.
 5. All external suppliers of entertainment (ie. DJ's) will be required to enter a Service Level Agreement (SLA), which agrees to operate within our in-house controls, and if they are found to not be, they will not be permitted to continue to supply services to the venue.

6. There shall be no more than 20 events per annum where amplified music is part of the entertainment.
7. There shall be no 18th or 21st parties, no Hen or Stag events.

B: Complaint Management

1. ***A direct telephone number for the Licence Holder/DPS/manager of the premises shall be always publicly available when the premises is open. Details of any complaints to be recorded in an incident book including details of the action taken by the licence holder/DPS/manager. (Amended wording after the license hearing)***
2. In the event of a complaint 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.

C: External Area Management

1. Ensure all managers, and staff are fully briefed and trained on minimizing noise in the external area to comply with the noise management plan and monitor compliance as appropriate.
2. All customers wishing to utilize the outside areas will be under the same rules and expectations as those inside. Any customer found not to be complying or behaving in an acceptable manner will be refused further service and in appropriate circumstances will be evicted from the premises.
3. Customers will not be permitted to consume drinks outside of the building after 11pm.

4. **Drinks will not be served in glasses or glass bottles for those to be consumed on the verandah or outside area/of site and drinks will otherwise be decanted into polycarbonate (or equivalent non-glass) serving or drinking vessels (additional wording after the license hearing).**
5. As in A3 above we will endeavor to ensure that doors and windows are closed, except for access and egress, when necessary to prevent noise and public nuisance from amplified music emanating from the building. The front door will not be propped open.
6. We will place notices internally at all exits, asking customers to respect our neighbours and leave quietly.
7. Manage the behaviour of customers outside the premises and those who use the veranda and seating areas and discourage any unreasonable noisy behaviour at all times.
8. Manage the external area of the premises by ensuring regular removal of glasses and bottles and related litter and ensure that the area is swept prior to the premises opening and immediately after closing, and at regular intervals as appropriate.
9. Limit bottle disposal to within the hours of 8am to 9pm daily and ensure that the bottle receptacles are not placed in an area that may cause noise nuisance.
10. Dispersal will be managed to minimise noise as far as possible and will be completed within 30 minutes of the closure of the bar.

11. We will maintain an ongoing incident book to record any issues relating to the use of the Licensed area and it's surrounds. It will be available upon request to an authorised officer of the local authority or police.

D : Plant Noise

1. We have no items of Plant that cause noise or vibration to be heard outside of the building.
2. Where temporary plant is required, the quietest available must be sourced, screened and located as far as possible from residents or placed inside so that it is barely audible and avoiding vibration on the closest residential boundary. If this is not possible then alternatives must be found.

E : Ongoing Maintenance Of The Noise Management Plan

1. The Noise Management Plan (this document) is a 'live' document which will be reviewed for suitability at least once every twelve months. Reviews will also be undertaken following any complaints that are deemed to be valid to ensure we respect the neighbourhood.

F: CCTV

1. CCTV is in use and will be kept for 28 days for the prevention of crime and disorder. The footage can be made available to the Local Authority or the Police on request.

Noise Log

Date :
.....

Name/ Position:
.....

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

Note : To be completed for each day that there is an event that included amplified music from 20h30 onwards by designated member of staff when dealing with listening checks or complaints, as part of the Noise Management Plan (with which you should be familiar)

Time	Location	Notes (what can you hear, weather, wind)

Noise Log (cont...) *print on back*

Complaint Log

Name/ Position:

.....

There were no complaints: (tick if so and go no further)

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 NMP followed ? , Was it justified (J) or malicious (m) ?

Could more be done to avoid in future?

Live Entertainment Service Level Agreement

I agree to operate within the in house controls and 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 noise management plan.

Date :
.....
.....

Name:
.....
.....

Contact details
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.....
.....

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

