

# The Maltings

## Noise Management Policy

<u>Source</u>	<u>Possible areas of effect / impact</u>	<u>Measures in Place / to be taken</u>
Recorded Music	<p>Hours &amp; Number Of Events</p> <p>Volume</p> <p>Doors &amp; Windows</p> <p>Location Of Speakers</p> <p>Bass Control</p>	<p>Limit inside recorded music:</p> <p><b>Monday to Thursday</b>                      <b>11:00 to 01:00</b></p> <p><b>Friday to Saturday</b>                      <b>11:00 to 01:00</b></p> <p><b>Sunday</b>    <b>11:00 to 01:00</b></p> <p>Music will be mostly background only. The late licensed hours are only to be used in case of special events taking place.</p> <p>Teams should not play music above the usual level when setting up and closing down. Recorded music should not be played outside the above hours – unless TENS is applied for . Live &amp; recorded music and keep on-going log from inside and outside the property. Management should go out hourly and check recorded music played above background level cannot be heard externally from the immediate point directly opposite the pub and the rear of the courtyard garden.</p> <p>Will remain closed at all times in the Barn to prevent public nuisance.</p> <p>Not to be positioned so that they face outwards to any or doors / windows.</p> <p>Bass to be turned down on internal sound system all staff advised to not change settings.</p>
Live Music	<p>Hours &amp; Number Of Events</p> <p>Doors and Windows</p> <p>Volume</p>	<p>Live music:</p> <p><b>Monday to Thursday</b>                      <b>11:00 to 01:00</b></p> <p><b>Friday to Saturday</b>                      <b>11:00 to 01:00</b></p> <p><b>Sunday</b>    <b>11:00 to 01:00</b></p> <p>Only used in case of events in the Barn.</p> <p>Doors and windows to be kept closed at all times during every live music performance save for entry and egress</p> <p>We can limit this volume using a DB monitor. Live &amp; recorded music and keep on-going log from inside and outside the property.</p>

	<p>Location of Source</p> <p>Bass Control</p>	<p>All artists &amp; performers to be set up in the Barn area.</p> <p>Limit as it can travel long distances, this will be regularly monitored during live events and playing bands asked to limit the use of bass</p>
Refuse , Bins , Bottle Stores & Barrels	General Noise	Ensure, any external movement of barrels , furniture does not happen after 9 pm to ensure no unnecessary noise is being made
Deliveries	Times of Day	<p>Delivery window should be schedule between 8am and 9pm to limited noise outside of these times. Deliveries arriving outside of this time should be escalated to the relevant supplier.</p> <p>Bins , team members should be aware that if they cannot put rubbish out quietly in an evening it should be left till the morning , no bottle bins to be emptied in the evening .</p>
Complaints		<p>All staff aware all complaints must be directed to management in all instances.</p> <p>Immediate neighbours should be informed via contact card, with scheduled meetings at the pub every month for the first 3 months , then 6-8 weekly thereafter. It should be clear they can call the pub and speak to the manager on duty to discuss noise a mobile telephone number for the general manager will also be provided .</p> <p>The Pub should keep in all instances a record of date, time, name of complainant, cause of noise nuisance and action taken to mitigate/ remedy the issue immediately.</p> <p>Review should take place with your Area manager at the pub weekly review to identify any patterns and address in a reviewed noise management plan if appropriate.</p> <p>Events – immediate neighbours should be made aware where possible with sufficient notice of any large events or live music in the property.</p> <p>The Area manager will always be the escalated point of contact, we will supply this number willingly to any complainant.</p>
Equipment ( cellar cooling )	Servicing	All annually serviced to ensure operating sufficiently. Any fault noise noted by management to be resolved by service call within 7 days.
Customer Dispersal & Pub Frontage	Pub Management & Pub Team	<p><b>Dispersal Policy</b></p> <p>We operate a dispersal procedure aimed at minimising the negative impact of our pub on its neighbours. We acknowledge that by the very nature of our operation we can be a potential source of nuisance, anti-social behaviour and crime which may create concern for the immediate neighbourhood, its residents and the authorities.</p> <p>We therefore implement a dispersal plan in our pubs which will seek to reduce the pressure on the local authority at the end of trading, ease customers' passage home and minimise the</p>

likelihood of local residents being disturbed. The key elements to our plan are:

- o At the end of the evening, Duty Manager or a nominated member of the team will be monitoring internal and external areas so that customers disperse appropriately from the pub.
- o Customers in groups will be reminded to respect local residents and asked to leave the area quickly and quietly.
- o The volume of background music will be switched off at 01:00 on all days regardless of events, unless covered by TENS.
- o Lighting levels are raised slowly to become 'brighter' at the end of trading hours to encourage the gradual dispersal of customers during the last part of trading and the drinking up period
- o Where customers require individual assistance in obtaining safe transport from our premises we do whatever is reasonably possible to help, for example by providing details of bus routes or contacting taxi and private hire operators on their behalf.
- o Pub Managers will not hesitate to speak to any groups that congregate in the vicinity of the premises after closing time and ask them to move on- politely reminding them we have neighbours. Refusals to move should be logged, if this is a reoccurring incident with the same group or people – your regional manager contacted to discuss the next form of action.
- o We ensure that there is strong management or team member presence in the customer area and front bar to monitor dispersal.
- o All team should be trained and made aware of their responsibility to assist in the implementation of this dispersal policy. This dispersal policy shall be subject to review and amendment on a regular basis should the need arise for any alterations to the policy.