



NOISE MANAGEMENT PLAN

FOR: Christine House, London Road, Rainham, Kent ME8 8PT

22nd June 2021

SITE DESCRIPTION

The premises was previously a car dealership & it is now known as Christine House. A large events venue property situated on a busy through road between Rainham and Sittingbourne in between two large car dealerships and workshops. The site is situated in a semi-rural location with no residential properties in the immediate vicinity. Significant renovation to the property has been carried out with all building specifications and regulations in place. The site has its own car park.

INTENDED USE OF THE PREMISES

This premises is to be used as an events venue for mainly hosting weddings for a capacity of up to 300 people. We will be fully licenced to sell alcohol and have entertainment in the form of live and recorded music. We will also be open regularly for afternoon teas.

AGREED POLICIES TO CONTROL NOISE

The venue is committed to develop and maintain good relations with local residents, neighbours and local authorities. The objective of this policy is to minimise disturbance to local residents and to ensure that any licencing objectives are being upheld. This policy sets out the measures which have been considered and will be adopted.

GENERAL

The premises will be open to the public on event days from 8am until 3am (maximum) Monday to Sunday. Days, times will differ due to the event and seasons.

Use of rear outdoor areas are not permissible for the public.

Customers will not be permitted to re-enter the building after closing or 15 minutes before closing.

The licence holder shall make available and regularly promote a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events.

The contact number will be posted to all nearby residents and will be displayed on our premises.

The number will be manned and any action taken as a result of the complaint should be recorded and kept.

Customers will have use of a designated smoking area. To prevent large numbers gathering at the same time, staff will encourage customers to move back inside.

PROVISION OF MUSIC

The provision of soft background music shall be permitted at any time the premises is open to an event or afternoon teas. Evening or Live music will be significantly louder though the volume will be decreased from 11pm. The building has sound proofing with acoustic DB rating and air-conditioning so windows will remain closed and speakers kept away from doors & openings where noise may escape.

Outside Music – Only to be played quietly & softly in the back ground to greet guests arriving at wedding events. No live Bands or loud entertainment to be permitted outside.

DISPERSAL OF CUSTOMERS

Staff will actively encourage the gradual dispersal of customers to minimise noise.

During the last 30 minutes of the evening we will introduce the gradual increase in ambient lighting levels and playing music of a slower content with reduced volume.

Members of staff will be situated at the main exit encouraging customers to be considerate when leaving the premises. Only one exit will be used on leaving the premises.

Customers will be asked to leave the premises as soon as possible and not congregate in groups outside.

Communication will be made with local taxi companies/mini bus companies about the use of horns or car doors slamming.

MONITORING

Routine monitoring will be regularly conducted around the perimeter of the premises during opening hours. Details of checks, observations and any actions taken as a result of such shall be recorded. A noise log book kept on the premises and maintained by management and be available for inspection by the local authority upon request.

Monitoring will be conducted by individuals that have not had prolonged exposure to loud music.

TRAINING

All staff & company directors thus are committed to be aware of the premises licence and the requirements to reduce external impact from noise.

All staff will be made fully aware and conversant with the noise management policy and procedures.

PROVISION OF INFORMATION

Notices will inform customers of our commitment to local concerns
Prominent, clear and legible notices will be displayed at the exits requesting the public to respect residents and to leave the premises and the area quietly.

WASTE MANAGEMENT

The movement of bins and rubbish outside the premises will be kept to a minimum after 22.00hrs.

The removal of empty kegs or beer bottles to external areas shall not be permitted between 22.00hrs and 08.00hrs.

Refuse collectors from external companies will only be permitted from 08.00hrs to 20.00hrs

MANAGEMENT OF DELIVERIES

Deliveries of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to avoid causing disturbance to nearby residents.

Deliveries shall not be permitted outside the hours of 07.00hrs and 20.00hrs.

PREMISES

The premise has been designed appropriately and detailed consideration has been given to its ability to operate in a manner which does not give rise to disturbance. The controls and limitations of the venue are reflected in this noise management plan.

PROCEDURAL

The noise management plan will be reviewed at least annually or as agreed appropriate to ensure that it is streamlined and effective. New and innovative approaches to problem solving or incidents and any lessons learnt will be incorporated accordingly. We should consider this a live document which evolves by experience in agreement with the authority.

HIRING

In the event the premises should be hired by a 3rd party (not an event run by us) All parties will have to read & sign our Noise Management Declaration. Failure to abide by our plans and declarations will impose cost sanctions and banned from hiring our premises in future.

COMMITMENT

We at Christine House commit to ensuring this noise management plan is implemented and maintained at all times for the duration of operation of our premises. We understand that it forms a key part of our licence to operate, and that departure from it could lead to curtailment or loss of said operating licence.