

THE WHEATSHEAF INN, GRAYSWOOD, NOISE MANAGEMENT PLAN March 2024

1.

SITE DESCRIPTION

The premises is known as 'The Wheatsheaf Inn' of Grayswood, Haslemere. The property fronts onto a busy main road, the A286, and consists of a pub and restaurant with a flat and office above to be used by staff. A site plan is attached. Opposite the pub are National Trust woods. The closest residential properties are to the north of the pub, which are some distance away, and to the rear of the pub, Grayswood Mews. These are considered to be most at risk of noise disturbance from the operations of the premises. Although there are no residential properties opposite, action will be taken in managing disturbance and will be treated as if there is.

2.

INTENDED USE OF THE PREMISES

It is anticipated that the premises will be operated as a pub & restaurant and will be licensed to sell alcohol. We will strive for a welcoming, low key atmosphere, where patrons can come and have a quiet beverage, meal and chat.

AGREED POLICIES TO CONTROL NOISE

A) INTRODUCTION

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

B) GENERAL

The premises will be open to the public until 12am Monday- Wednesday, 12:30am Thursday, 1:30am Friday and Saturday and 12am Sunday. Use of the rear outdoor areas shall not be permitted as they are for deliveries and staff access only. Customers will not be admitted to the premises outside of opening hours. 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. The number will be manned at all times and any action taken as a result of the complaint should be recorded and kept. Customers will be permitted to use the beer garden at the front of the pub if they wish to smoke. This will give staff vision on the numbers gathered, and allow constant monitoring. Steps will be taken to educate regulars on the limited area for smokers. This area is well away from any residential property, so we should not receive any complaints regarding this.

C) LIVE & RECORDED MUSIC

The provision of recorded background music shall be permitted at any time the premises is open to the public. By definition this is music or other audio played whose main function is to create an atmosphere suitable to the occasion rather than to be listened to and is incidental to speech and conversation. This music will not be a cause for concern for local residents.

Occasionally, live music will be played for a specific occasion, for example a birthday party, wedding or other celebration. Live music will be held inside only, all doors and windows will be closed after 10pm, the location of speakers will be directed away from doors, windows and local residents' homes, and the overall sound and bass level will be controlled.

There will be no speakers located outside the building.

D) DISPERSAL OF CUSTOMERS

Staff will actively encourage the gradual dispersal of customers to minimise nuisance. During the last 30 minutes of trading the following strategies will be implemented to encourage the gradual dispersal of customers. These include the gradual increase in ambient lighting levels and playing of music of slower content and reduced volume. Music will stop playing 30 minutes before the closure of the premises. Customers will be encouraged to be considerate upon leaving the premises. Customers shall not leave the premises other than by the doors to the front of the premises. Customers will be asked not to stand around loudly talking outside the premises or the car park. Communication will be made with taxi companies regarding the use of horns and slamming of doors.

Signs are already in place within the pub asking customers to be considerate to the local residents and to leave quietly.

E) 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 who have not had prolonged exposure to loud music.

F) TRAINING

All staff will be committed to the noise management plan and will 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

G) 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.

H) WASTE MANAGEMENT

The movement of bins and rubbish outside the premises will be kept to a minimum after 9pm. The removal of empty kegs or bottles to external areas shall not be permitted between the hours of 21.00hrs and 08.00hrs. Refuse collections will only be permitted by external companies between the hours of 08.00 and 21.00hrs.

I) 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 08.00 and 21.00hrs

J) 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. Management will consider carefully the issue of thermal comfort during the operation of the venue, particularly during summer. Plans will be implemented to control the temperature in the venue to discourage the public and staff from opening doors and windows to assist in cooling and therefore reducing the effectiveness of noise control measures. No plans to install an air conditioner are intended; however will be reviewed at a later date if required. No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

K) 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

COMMITMENT

We the undersigned 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:

Mark Miserotti

Director for The Wheatsheaf (Grayswood) Limited