Noise management plan

- We will take any noise issues raised seriously and will commit to resolving any issues as quickly and effectively as possible.
- In the first instance issues or complaints about noise from our premises should be addressed to the manager on site. This can be done in person, by telephone, email or letter. Contact details will help us report back on issues raised.
- On receipt of a complaint the manager will investigate, take any appropriate action to resolve the issue and respond to the complainant as soon as practicable on any actions taken. We will also keep a copy of all issues raised and actions taken for our records.
- Members will be made aware of the consequence of late night noise and encouraged to be proactive in noise avoidance or minimisation with an emphasis in reducing noise emissions. Notices will be displayed around the premises and on external doors asking members to leave the premises in a quiet and orderly fashion and to respect neighbours. Staff will assist with this as appropriate.
- We acknowledge that we have a responsibility to ensure that our premises do not generate excessive noise disturbance. The purpose of this Noise Management Plan is to detail the procedures we aim to adopt to ensure disturbance to neighbours by activities in and around our premises for which we have control over is avoided or minimised. Our aim is to adopt the best practicable options available to meet this objective while conducting our permitted business and social activities.
- Our premises will strive to ensure harmony with the local community by assessing and addressing as much as we can the following noise challenges.

Things to consider

- **What aspects of noise pose a risk? Amplified music, television, live music, persons exiting the premises, equipment including refrigeration and air conditioning, outside/smoking areas, bottle/rubbish collection etc.**
- **LOW, MEDIUM or HIGH**
- **Frequency of events, placement of speakers, layout of premises, frequent monitoring of sound/equipment, CCTV installation, insulation, etc.**

Noise management plan

Possible risk	Level of current risk	Actions to be taken to mitigate the risk (if and when applicable)

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