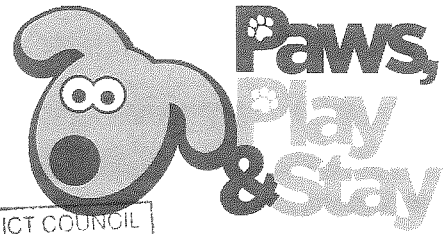
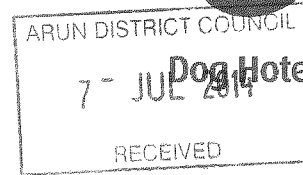


Paws Play & Stay Ltd
Unit 2
Phoenix Parade
Rustington

3rd July 2014

Mrs A Gardner
Arun District Council
The Arun Civic Centre
Maltravers Road
Littlehampton BN17 5LF



Dog Hotel & Day Care Centre

*Please make into DOC for AG
relating to R/257/13*

Dear Mrs Gardner

Noise Control Measures

We are disappointed that you have received a complaint from a neighbour but understand that we need to address a few points and make sure that our procedures are being followed as originally intended to prevent any future inconvenience to others. We do not wish to upset our neighbours and hope that our changes will be noticeable and adequate to alleviate any future problems.

Apologies for not submitting the noise management scheme as requested, this was an oversight on my part.

We have now put the following procedures into place that we feel will help to minimise noise:

Playground Arena / Day Care:

Our customers dogs mostly arrive between 07.30am-9am and depart either 5 hours later at lunchtime or in the evening between 5pm-6.30. During this time they are fully supervised in our indoor playground by members of the team. Depending on numbers we now have the relevant number of people present which then helps with drop off or collections in this time. We have increased staff numbers as we found the noise would increase if a dog arrived or went home so more permanent and voluntary staff are here to prevent this. This now works well.

Consistent barking from our day care or boarding dogs is not tolerated, if this happens we inform the customers that there is an issue and from June 2014 we are not accepting dogs who bark consistently as this is distracting for other dogs, unsettles the pack and not enjoyable for staff on site or our neighbours. The reason for this can be that the dogs have anxiety, do not like the pack environment or not used to being away from their owners. We do carry out an initial assessment and induction process for each dog but sometimes their behavior can change so daily performance is now being recorded for each dog so that we can keep an eye on any problems. We have had a number of dogs who have barked for no reason and are not able to use our service again.

From our point of view we want our day care centre to be a happy and enjoyable place for the dogs in our care, if any of the dogs are not suited to the environment then we inform the customers and they find alternative arrangements. Obviously there will be days when we have to wait for the customer to collect the dogs who are not suited but we try to maintain this situation by taking them out for a walk.

We have now also put into place a procedure to minimise hand over from arena staff to customers so that when a dog is collected the staff return to the playground immediately, our day care manager keeps the pack calm and especially on assessment days he is on site for the duration of the day without taking a lunch break to ensure consistency. Some this has been a learning curve, trying different ways and coming to the best possible solution. This being the case we will only offer new inductions 2 days per week so that the pack is kept calmer and less likely to create more noise when a new member arrives.

Frequency of noise may be increased between the hours of 07.30-9.30am when the dogs are arriving

R/154/14/DOC

Application for the approval of details
reserved by condition 2 (noise) following a
grant of planning permission R/257/13/

as they are excited to see the other members, greeting each other etc. Generally they play for a few hours and then rest for an hour throughout the day. Lunchtime departures or afternoon arrivals or departures approx 1pm-2.30pm and then in the evening from approx 5-6.30pm.

Feeding time the dogs get excited so this is done after normal working hours, generally before 7am and after 6pm.

Staff Training – we are covering noise maintenance in our staff handbook and everyone is aware that noise needs to be monitored. Reception have been advised not to rebook dogs who do consistently bark and this will be covered in the dog's initial induction from now on so that their performance is monitored on their first day and thereafter. We do believe this will help to ensure we have a well balanced pack. Obviously dogs will make noise but we agree that consistent barking is not welcome and can sympathize.

Loading Bay Door

At the current time until we can afford to install air conditioning into the building we do need the loading bay door open to help with air flow in the warmer months of the year. Obviously in the cooler months this will be closed.

Acoustic in the unit

We will investigate the possibility of soundproofing some areas to help with the echo and noise 'leaking'.

Grooming:

Arrivals of dogs: frequency – this needs to be limited to a certain time 07.30-9.30 to limit the noise.

Collection from reception: brief collection without unnecessary personal conversation. Advise letters to be sent from groomer to customers to explain situation so as not to upset clients.

Grooming Consultation / Arrivals & Departures: consultations need to be done outside of normal grooming hours so that the dogs are not left on their own or telephone calls outside of grooming hours. Reception staff will need to help deliver the dogs into the grooming parlour. Consultation cannot be done on arrival unless there is someone else in the parlour to look after the dogs. The dogs will bark if left so an assistant or volunteer needs to be found. The noise from the grooming parlour echoes out of the front of the property and because of location of our neighbour's front entrance this then penetrates their premises.

Dogs who do not enjoy grooming who make lot of noise are not going to be able to be groomed here. It could be that this premises is not suitable and we need to be mindful of our neighbours. This also upsets the dogs in day care and possible too loud for neighbour's to tolerate.

If these measures are not working in a reasonable period of time then we will reconsider whether the grooming facility is suitable for these premises.

We would hope that we have covered any concerns and the changes we have in mind will help to restore a mutually environmentally friendly atmosphere.

We will also endeavour to keep in regular contact with our immediate neighbours to ask their opinion and keep up to date with any issues.

Yours sincerely

Joanne Moxon
Owner & Director

Paws Play & Stay Ltd
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Rustington Trading Estate, West Sussex BN16 3LN