

Noise Management Plan

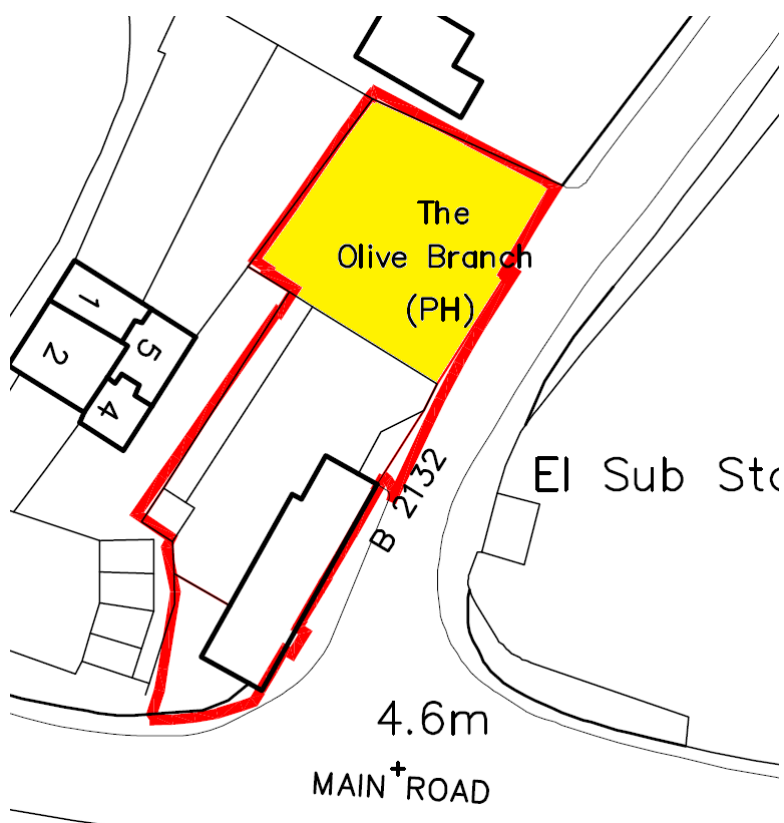
Gospel Hall, adj Olive Court, North End Rd, Yapton, BN18 0DU

1 Context and Site Location

1.1 Site Address and Location

Gospel Hall, adj Olive Court, North End Rd, Yapton, BN18 0DU

Gospel Hall built on the former car park of the Olive Branch PH, see below highlighted in yellow.



The properties most likely to be affected by any noise emanating from the hall are:

Avonlea, North End Road – to the North
Olive Court, North End Road – to the South
Laburnum Cottages – to the South East

1.2 Planning Consent

We have been granted planning subject to submitting to a condition (10) Before the use of the gospel hall commences, the building shall be insulated in accordance with a scheme to be submitted to and approved by the Local Planning Authority in order to secure an acceptable level of noise emanating from the building. The approved scheme shall be implemented and retained thereafter.

1.3 Site use and hours of use

In the main we expect to use the site around 2-4 times per week, with typical attendees being between 30 and 80 persons.

The typical hours of use would be Sunday 0500 – 0730 & 1500 - 1600, Monday 1800 – 1930, Friday 1830 – 2030. This could vary however we wouldn't expect it to be a very common occurrence

1.4 Proposed Site Opening

We propose to start using the hall as soon as permission to use is received and the government advises that it is safe to do so in the light of the Covid-19 crisis.

2 Potential Sound Sources and Mitigation Methods

- Noise from the service – As you will see from the Acoustic Associates reports already submitted, the level of noise from the service inside the hall is unlikely to be detectable outside of the hall.
- Amplified readings –the level of amplification will be limited to voice only and no amplified music will be played through PA. We will have a designated PA system controller who will enforce this.
- Ventilation – The hall is ventilated using an air conditioning system, the units for this have been sited away from neighbour's property to ensure that there is no disturbance. The windows installed are non-opening.
- Site Deliveries – we are not expecting site deliveries in the normal operation of the hall. Where we need to receive items, it will be on a one-off scenario (ie receiving chairs). We will ensure that this is done at a time of day that will minimise impact on neighbours.
- Noise from people arriving and exiting the hall – A notice will be conspicuously displayed internally indicating that visitors to the site are in a residential area and to please keep noise to a minimum when arriving / departing the site.
- Noise from parking – where necessary we will have a carpark manager to ensure that any noise from people arriving and departing is kept to a minimum. Should overflow parking be necessary we will ensure that on street parking is used only where it is legal to do so and that people walking from their cars to the hall do so quietly and don't loiter in the area.

3 Further Noise Control Methods.

The following items represent how Gospel Hall manages sound, to prevent this becoming unwanted noise outside of their premises.

- Any doors leading away from the main auditorium space will be on self-closure mechanisms.
- External doors will be kept closed except for access and egress.
- On departing the premises, a notice will be conspicuously displayed internally indicating that visitors to the site are in a residential area and to please keep noise to a minimum when departing the site. The same instruction will also be conveyed through a formal address.
- There will be a sign on the front of the premises advising the public of contact details of 2 persons that can be contacted should they need to raise a complaint, these will be: Mr Oliver McIntyre 07584 607891 & Mr Jacob Naphine 07876 876869
- The Hall will have a formal complaint handling policy to ensure that where complaints around sound or indeed the running of the site are made, that these are formally documented and investigated. An important part of the investigation and closure process is whether there are lessons to be identified and learnt from the investigation of the complaints. At the annual review of the Noise Management Plan, we will conduct a lessons learned/identified exercise by reviewing any historic complaints made. An extract of the complaint handling sheet is shown in Appendix.

4 Summary and Conclusion

In summary we feel that the use of the room is highly unlikely to impact the area, we will commit to using the hall with respect for our neighbours and will keep all noise to a minimum.

5 Example Complaint Handling Form

Please see the complaint handling form on the following page.

Customer Information	
Name	
Address	
Email	
Tel No.	
Complaint Information	
Date Complaint Received	
Who Received Complaint	
Details of Complaint	
First Response/Corrective Actions	
Suspected Cause	
Follow up Required	
Lessons Learned	
Has Complainant been contacted with an explanation	
Signed	
Dated	
Reviewed	