

Trunkwell House – Noise Management Plan

Introduction

As professional entertainment/events business operators we are fully committed to ensuring that our activities do not generate noise disturbance to our community of residents in Beech Hill Village.

The purpose of this Noise Management Plan is to detail our procedures to ensure, as far as possible, the minimisation of disturbance to local residents from our venue and to meet our legal obligations.

This plan has been developed using guidance provided by West Berkshire District Council, and is designed to prevent public nuisance and meet the licensing objectives under the Licensing Act 2003.

Summary of premises

Trunkwell House has been an events venue for the past 25 years. Before this, since 1963, it was a restaurant with rooms. It is one of the oldest establishments in Beech Hill Village, dating back to the 19th Century.

Trunkwell House now hosts weddings and corporate events and offers seven boutique bedrooms. There are three main areas where events are conducted:

- Trunkwell House Restaurant (although this area is without any amplification equipment)
- Garden Marquee, and
- Grand Marquee

The Purpose of our Noise Management Plan

- To identify potential sources of noise from our activities
- To provide controls to minimise the noise impact of our activities on local residents and to prevent nuisance
- To meet the licensing objectives and the conditions of our own Premises Licence
- To provide an appropriate record and response to complaints

Location Plan and Site

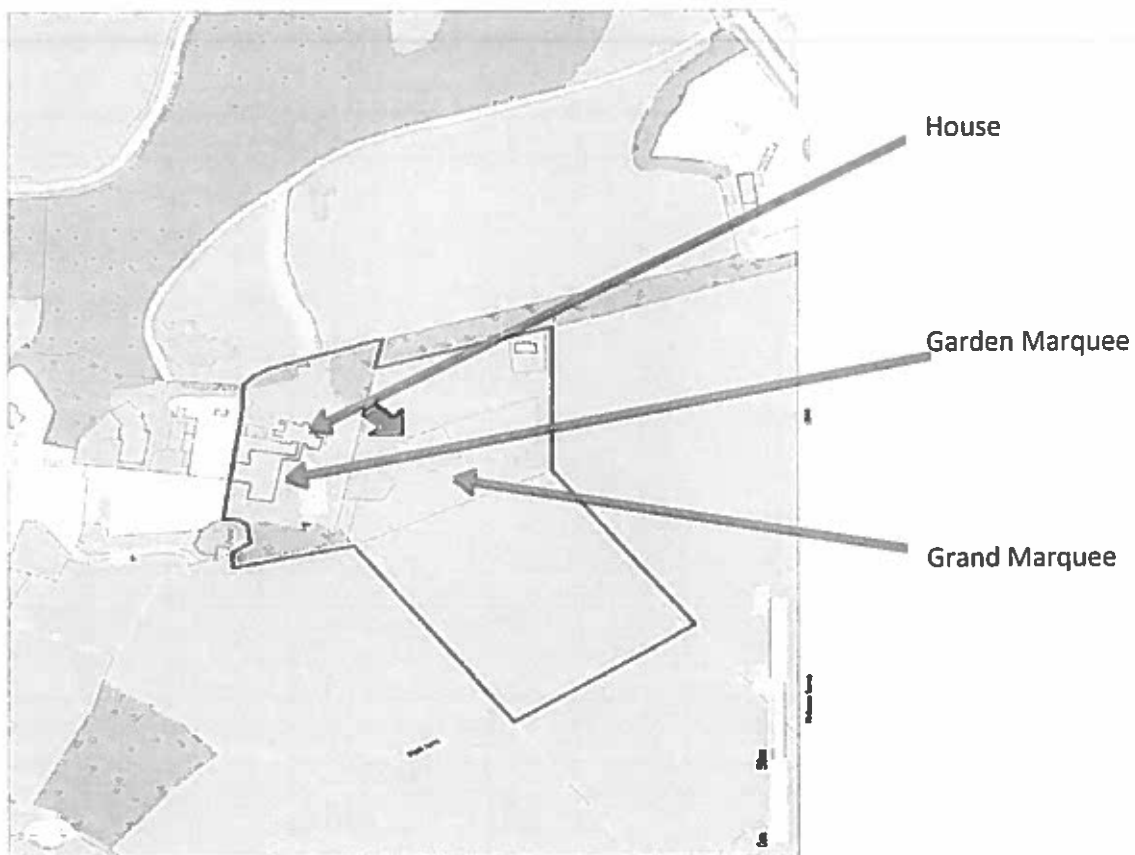
We have commissioned an architect to provide a detailed site plan, to show the elements suggested in the guidance provided by WBDC, to include at least the:

- Site boundary and surrounding noise sensitive properties
- Location of different events/activities
- Location of stages and speakers (including orientation)
- Location of other noise generating plant/activities

We will also provide a scale, and prevailing wind direction

The existing plan (to be replaced) in our original NMP is shown below.

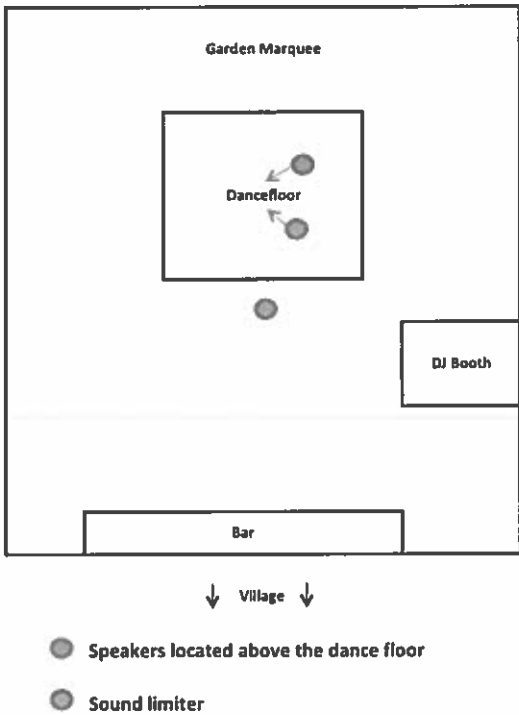
Location Map



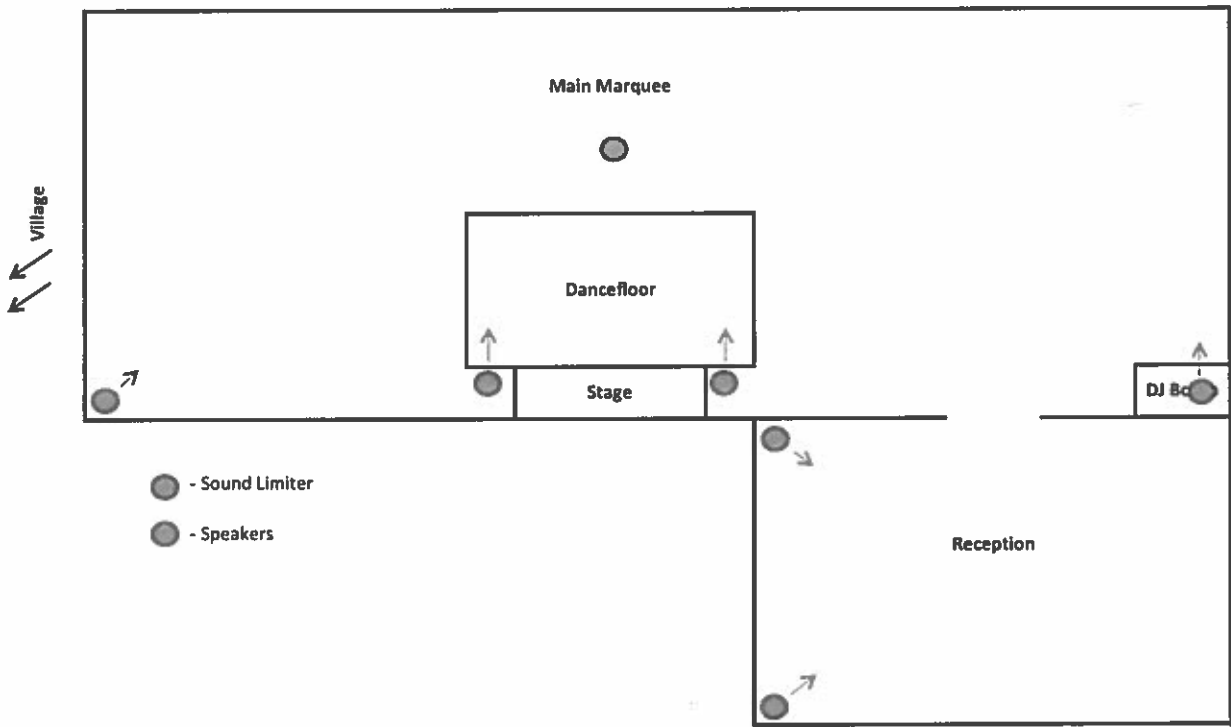
Marquee Layouts

We have commissioned an architect to provide a detailed layout plan. The existing plan (to be replaced) in our original NMP is shown below.

Garden Marquee¹:



Grand Marquee² :



¹ Plan shown not to scale

² Plan shown not to scale

Inventory of Noise Sources

This section identifies sources of noise arising from activities at Trunkwell House.

- Amplified Recorded Music
- Amplified Live Music
- Amplified voices (e.g. during presentations, etc.)
- Acoustic Instrumentation (e.g. drums)
- Fireworks
- Noise from persons (e.g. shouting and screaming)
- Fairground rides (e.g. dodgems)
- Vehicle movements

Controls for Noise Sources

Having identified the Noise Sources, this section provides details of the controls in place for each source.

Notwithstanding the controls below, the following is applicable for every event held at Trunkwell House.

- **All amplified sound will cease by 11.30pm on Monday, Tuesday, Wednesday, Thursday and on a Sunday**
- **All amplified sound will cease by 12 Midnight on a Friday and Saturday**

Amplified Recorded Music

All amplified recorded music in the marquees is played through and controlled by Sound Limiters. These meters, installed by an acoustic engineer, are set to cut out should the noise levels exceed 87dB. This limit was initially established and agreed by agreement with WBDC.

No equipment will be used if it cannot be controlled through our Sound Limiters.

The majority of events use our in-house DJ, however any DJ contracted to provide amplified recorded music will only do so following full instruction in the use of the Noise Limiters.

All speakers are directed downwards towards the floor and directed in a way so as to not direct sound towards sensitive noise receptors.

Low frequency sound has been controlled by removing the sub woofers and bass speakers in both marquee sound systems.

Amplified music will only run till 12:30 am on New Year's Eve party night.

Amplified Live Music

All amplified live music is played through and controlled by our Sound Limiters.

No equipment will be used if it cannot be controlled by our Sound Limiters.

Any act contracted to provide live music will only do so following full instruction in the use of the Noise Limiters.

Amplified voices (e.g. during presentations, etc.)

All amplified voices are played through and controlled by our Sound Limiters.

No equipment will be used if it cannot be controlled by our Sound Limiters.

Any amplification for voices during presentations and speeches will only be permitted after instruction in the use of the Noise Limiters.

Acoustic Instrumentation (e.g. drums)

Drums are an essential part of some weddings, with wide variation in the type and size, and therefore the frequency and volume. Should their use be requested, at the time of booking the terms under which they are used will be negotiated to reduce the risk of their use becoming a source of unacceptable noise to local residents.

Should drums be required as part of a wedding celebration, the Booking Manager will ensure that an agreement is reached to ensure that the size and number of drums is appropriate to the venue, that drums will only be used for short periods, and always in a manner which will minimise the noise impact on local residents. Particular attention will be paid to avoid bass drums where the impact of the frequency of these drums may be heard over a greater distance.

The use of drums of this type will never be permitted after 10.00pm.

Fireworks

We are often requested to provide fireworks at events. To reduce the risk of their use becoming a source of unacceptable noise to local residents, fireworks will only be used in the following circumstances:

- Never after 10.15pm
- Never in a display lasting for more than 15 minutes
- And only when provided by Trunkwell House – using fireworks that emphasise the visual display rather than a loud acoustic effect. (They will not be silent but will be significantly quieter than standard fireworks).
- For every firework event we will pre-notify residents, not less than one week ahead, through a letter drop to all properties to the North of Beech Hill Road, together with emails to the community and by posting a notice on the Beech Hill Village Community Noticeboard.

Noise from persons (e.g. shouting and screaming)

We will do all we can to appeal to our customers to enter and leave quietly and to respect the privacy and peace enjoyed by our local residents. To this end we will:

- Give instructions and information to our customers to ensure they are aware of the necessity to appropriately minimise noise
- Place clear signage requesting our visitors to respect the privacy and peace of our neighbours on arrival to the grounds at Trunkwell House and on leaving at the end of the booking
- We will train our event managers to work with our customers to reduce the potential noise arising from raised voices

Fairground rides (i.e. dodgems)

- We will take care in the way that we book and plan elements that may give rise to heightened voices, etc. for example, we will constantly assess components of our events that may be potential noise sources.
- For example, we commit to will ONLY use dodgem rides as part of our Christmas events (apart from one pre-booked event on Friday 23rd September 2016).
- Thereafter, we will review whether we will continue to use dodgems at all and, if we do, we will review the timing of these elements.
- In the light of feedback on the potential for noise disturbance, our dodgems will only be used between 10.00 to 11.30pm.

Vehicle movements

We will do all we can to ensure that vehicle movements do not cause unnecessary disturbance to local residents. To this end we will:

- Ensure that our instructions as to how to find the venue are clear to ensure that our visitors access the premises safely and appropriately
- Place clear signage to ensure that the access and egress from the site is safe and well managed

Our sound systems and speakers

This section details our sound systems in the Grand Marquee and in the Garden Marquee.

Grand Marquee

1. Max. 3x full range active Speakers- no subwoofers (reception)
2. Max. 4x full range active Speakers- no subwoofers (main marquee)
3. 1x speaker amplifier to power passive speakers if needed
4. PA System
5. Wired Microphone
6. Set of Wireless Microphone in case of speeches
7. Independent speaker volume controller
8. A Formula Sound Sentry Mark 2 Sound Limiter

Small Marquee

1. DJ Controller with Laptop
2. Max. 2x full range active speakers- no subwoofers
3. 1x speaker amplifier
4. Wired Microphone
5. Set of Wireless Microphone in case of speeches
6. A Formula Sound Sentry Mark 2 Sound Limiter

Our Sound Limiters

- **Our Sound Limiters are permanently controlling ALL amplified sound on site.**
- **Our Sound Limiters are set to control sound to a MAXIMUM level of 87dB – above that, all amplified sound is cut.**
- **The use of Sound Limiters is a pre-condition of all bookings and is enforced by our Management Team for every event – without exception.**

Background

For all amplified sound on site, for example where DJs, bands or our corporate clients bring their own sound equipment, our sound limiter controls the mains power ring used for the sound equipment.

Effectively, our Sentry MK2 limiters, which are fitted into both the Garden and Grand Marquees monitor sound levels and control the maximum music levels.

The limiters monitor sound levels and provide a trigger when a preset sound level is exceeded. This trigger is used to trip a contactor removing the mains power supply to the music system.

When the Sentry trips the contactor there is a short delay before the system can be reset.

Our Sentry Mk2 limiters are used in accordance with the manufacturers' instructions and are mounted opposite the performing area where the DJ or band can see it.

In Operation

The Sentry Noise Limiters feature a large bar-graph VU meter with 23dB range to give a good visual indication of the noise level. This will assist those managing the sound to control the potential for noise disturbance.

Effectively, whilst the visual display meter is operating in the green section, with even an occasional peak into the red, there is no cause for concern.

As per the factory set, our Sentry Noise Limiters have a 20 seconds delay when limit is just exceeded before power is removed. After the sound level is exceeded and the power cut, those managing the sound will have the opportunity to reduce sound levels by adjusting the amplification equipment.

Noise Monitoring Points

We have commissioned an architect to provide a detailed plan of the noise monitoring points.

You advised us that an additional monitoring point should be created near “The Barn” to sit alongside our existing monitoring points at the garage, pub and church. This is shown below.



Noise Monitoring Procedure

With the assistance of WBDC we have designated four monitoring points shown on the plan above to reflect the location of sensitive receptors.

During every event, a member of the event management team will carry out and record a noise monitoring exercise, walking from point to point listening for any noise which may cause disturbance to local residents from our venue.

In each case, a record will be made of this activity and any noise which is deemed likely cause disturbance to local residents will be recorded and acted on immediately.

This will involve an immediate phone call to the Event Manager who will take the necessary action to mitigate the problem.

We previously commissioned a formal noise survey during September 2015 which established background noise levels and which monitored a typical event. This report, conducted by a competent person, a Chartered Member of the Chartered Institute of Environmental Health, concluded that the controls were adequate.

Further formal noise monitoring is in the process of being commissioned to check that background levels remain consistent and that noise from events remains under control – although this is verified on an ongoing basis by the routine monitoring as described above for every event.

Our Noise Assessment Log Sheet can be found at Appendix A.

Please note that the procedure for formally monitoring sound levels using a Sound Level Meter is being redrafted and will be submitted with the further refresh of the NMP.

Communication and Complaint Management

We actively encourage all members of the village community to contact the Noise Management Team who have control over the entire event. They can be contacted at any time day or night to discuss any concerns with any aspect of the events. The following number is a single point of contact for calls:

07534 981 036

All complaints will be received positively and acted upon promptly. Complaints will be recorded using the Record of Noise Complaint Form shown at Appendix B.

If a complaint is received, it will be acted on immediately to understand the extent of the problem and to take all necessary action to mitigate the concern.

Appendix A

LOG SHEET - NOISE ASSESSMENT

STAFF LEAVING SITE TO WEAR HIGH VISABILITY WEAR

DATE	TIME	LOCATION	ASSESSMENT OF NOISE LEVELS	OBSERVATIONS*	WEATHER CONDITIONS	NAME

*Audible/ Not Audible/ Road Traffic Noise/ Noise from patrons outside The Elm Tree PH etc

Appendix B

RECORD OF NOISE COMPLAINT

Complaint received by:	
Date/Time of Complaint:	
Name of Complainant:	
Address of Complainant:	
Complainant Contact Details:	
Date(s)/time(s) of incident:	
Ongoing issue or one-off:	
Weather – e.g. hot/cold/windy/raining:	
Where are they when they hear the alleged noise?	
What can they hear?	
How is it affecting them? E.g. sleeping, watching TV, reading a book with a G&T in the garden.....	
For how long has the noise been a problem?	
Anything else?	
Actions Arising (Corrective Action)	
Incident reported to Venue Manager:	
Action Taken:	
Anything else?	