



Sound Management Plan 2021

I Adam Brown from ORP Sound and Light LTD, personally have fitted a limiter in The Zoo, Maidstone at 23-24 Market Buildings, Maidstone, ME14 1HP. The Limiter is password protected and I am the only individual who is aware of said password.

The Limiter (BSS Sound web) I have fitted to the venue keeps sound pressure levels from becoming a nuisance to the local area.

When the venue closes at the end of a day, door staff will be responsible for the management of people leaving. This will be done by making sure people are not hanging around outside and move on directly from the venue as not disrupt others.

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.

I have spoken with owner Chris Dyer and he is aware of the terms and conditions of managing the noise within his venue and he is also aware that he is liable for breaching any of the terms set out in his licence that is given to him by Maidstone borough council.

I will be monitoring the venue and if there are any issues will be working with Mr Dyer and the team at The Zoo to keep within their licence terms.

Plan as discussed

Site Description: The Zoo is a bar serving wine, beer and spirits. The Venue is situated at 23 -24 Market Buildings, Maidstone ME14 1HP.

Agreed Policies to manage Noise

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.

General: 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, and displayed on all social media outlets. The number will be manned at all times and any action taken as a result of the complaint should be recorded and kept.

Provision Music: The provision of 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 a specific occasion rather than to be listened to and is incidental to speech and conversation.

Dispersal of customers: Staff will actively encourage the gradual dispersal of customers to minimise nuisance. During the last 20 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. A member of staff will be positioned in an area close to the main exit to oversee the end of night departure period. Customers will be encouraged to be considerate upon leaving the premises.

Sound System: All speakers are in a fixed position facing inwards towards the garden. Baffles will be installed around the garden to absorb the sound and in addition a phase system will be put in place to prevent the noise being amplified at the same time. The cross over point will be raised to reduce the level of any bass noise from the speakers.

Other outlets in the area use other sound systems .It is important to recognise that they do not have the same level of control over their sound systems as The Zoo does.

As against some beer gardens that have 2/3 large speakers the Zoo has six small speakers to minimise the overall Sound Pressure Levels.

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.

Training: All staff will be to be trained to 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.

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

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 the reviewed in the NMP at a later date if required. Doors where necessary shall be fitted with self-closing devices. No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

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

Signature

Print

Date



.....Adam Brown.....

.....12/10/2021.....

