



bermondseypubs

Old George, Bethnal Green

Noise Management Policy

<u>Source</u>	<u>Possible areas of effect/impact</u>	<u>Measures in Place/to be taken</u>
Background music	Hours & Number of Events Doors & Windows Location of Speakers	Back Ground Music will be played whenever the premises is open and trading Teams should not play music above the usual level when setting up and closing down. Internal Lobby doors to the front and rear of the premises should be kept closed. Management will regularly check background music is not audible to the exterior of the property and adjust volume accordingly Not to be positioned so that they face outwards to any or doors / windows. No background music will be played in the garden. Team trained that members of management only should adjust background music levels
Live Music & Recorded music	Hours & Number of Events Doors and Windows Volume	Sunday- Thursday - 10:00 until 11pm Friday & Saturday 10:00 until 02:00 Live and recorded music will be limited to Thursday, Friday & Saturday. Unless called for, in the case of a special event When live and recorded music is played all windows and external doors should be closed at all times save for entry and egress. Management should work closely with the performers at the beginning of the event to agree a music & base levels that does not cause a nuisance to neighbouring properties & check the perimeter to ensure it is at an acceptable level.

	Location	Live & Recorded music should be played in the main bar area at the furthest point from any party walls.
Garden & frontage	<p>Outside Music</p> <p>Hours</p> <p>Customers & Clearing</p> <p>Signage</p>	<p><u>No outside music is allowed</u></p> <p>No speakers or other sound amplification equipment are to be placed within the garden area.</p> <p>There shall be no performance of live or recorded music within the garden unless supported by a TENS application</p> <p>The garden will be closed at 21:00 hours. Save for access and egress for smokers. The noise level after this time should be regular patrolled by a nominated member of the team on each shift.</p> <p>On evenings where security team are required – one member of the security will regularly monitor the garden</p> <p>Guests should not take drinks into the garden for the purposes of smoking.</p> <p>Team members should not congregate in the garden after the premises has closed</p> <p>At 8:30 teams and door staff will remind customers that the garden is closing at 21:00. At 20:50 teams and door staff will ask customers to move inside to ensure the garden is completely clear by 21:00</p> <p>Permanent signage will be displayed on the exit to the rear garden asking customers to be respectful of our neighbours , drinks are not permitted post 21:00 in the garden and that the garden closes at 21:00</p> <p>Signage will be displayed by all exits to remind customers to leave courteously & quietly.</p>
Refuse, Bins, Bottle Stores & Barrels	General Noise	<p>Ensure, any external movement of barrels, furniture does not happen after 10 pm to ensure no unnecessary noise is being made.</p> <p>Bins team members should be aware that if they cannot put rubbish out quietly in an evening it should be left till the morning, no bottle bins to be emptied in the evening.</p>
Intruder Alarm	Ad Hoc Noise	Any fault on the intruder alarm will be dealt with on the same day to ensure issues rectified as soon as possible. This may not be possible depending on day of the week/time of year
Deliveries	Times of Day	Any complaints in respect of deliveries shall be reported within the same day in which the complaint is made to the supplier in question.

		Repeated incidents of noise by a supplier , should immediately trigger a time window change request.
Complaints	Management & Pub Team	<p>Staff will be made aware that all complaints must be directed to management in all instances.</p> <p>Management will deal with all neighbours curtiously and address the concerns made.</p> <p>The Pub will keep in all instances a record of date, time, name of complainant, cause of noise nuisance and action taken to mitigate/remedy the issue immediately.</p> <p>Review will take place with the Operations Manager at the pub on a periodic basis to identify any patterns and address in an amended noise management plan if appropriate.</p> <p>Events – sufficient notices of events, will be placed at the pub, before any significant events, easily legible and visible from the pathway with the detail of the event. To notify the local community.</p> <p>The Operations Manager will always be the escalated point of contact, we will supply this number willingly to any complainant.</p> <p>In the event it is required, specifically where we have either 1) a number of complaints about the same event. 2) There are repeated complaints or concerns being raised. We will provide a forum in which to discuss this with local residents, this will be well advertised at the property no less than 2 weeks before the event. We will then agree with interested parties regular ongoing meetings in order to ensure we continually address any noise management concerns.</p>
Equipment (cellar cooling)	Servicing	All equipment will be annually serviced to ensure it is operating sufficiently. Any fault noise noted by management will be resolved by service call within 7 days. This may not be possible depending on day of the week/time of year or equipment availability
Customer Dispersal & Pub Frontage	Pub Management & Pub Team	<p>Dispersal Policy</p> <p>We will operate a dispersal procedure aimed at minimising the negative impact of our pub on its neighbours. We acknowledge that by the very nature of our operation we can be a potential source of noise and disturbance which may create concern for the immediate neighbourhood, its residents and the authorities.</p> <p>We will therefore implement a dispersal plan which will seek to reduce the pressure on the local authority at the end of trading, ease customers' passage home and minimise the likelihood of local residents being disturbed. The key elements to our plan are:</p> <ul style="list-style-type: none"> o At the end of the evening, Duty Manager or a nominated member of the team will be monitoring internal and external areas so that customers disperse appropriately from the pub.

		<ul style="list-style-type: none">○ Customers in groups will be reminded to respect local residents and asked to leave the area quickly and quietly.○ The volume of background music will be switched off at the end of trading hours and during the drinking up period.○ Lighting levels are raised slowly to become 'brighter' at the end of trading hours to encourage the gradual dispersal of customers during the last part of trading and the drinking up period○ Where customers require individual assistance in obtaining safe transport from our premises we will do whatever is reasonably possible to help, for example by providing details of bus routes or contacting taxi and private hire operators on their behalf.○ Pub Managers will not hesitate to speak to any groups that congregate in the vicinity of the premises after closing time and ask them to move on- politely reminding them we have neighbours. Refusals to move should be logged, if this is a reoccurring incident with the same group or people – the Operations Manager will be contacted to discuss the next form of action.○ We will ensure that there is strong management or team member presence in the customer area and front bar to monitor dispersal.○ All team members will be trained and made aware of their responsibility to assist in the implementation of this dispersal policy. This dispersal policy shall be subject to review and amendment on a regular basis should the need arise for any alterations to the policy.
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