

Noise Mitigation and Management Plan

Dated: 15th August 2023

Venue Name: Roxy Ball Room

Address: Stonebow House, Stonebow, York, YO1 7NP

Location Details:

- The venue is over 2 main floors comprising of a lower ground, ground floor entrance area leading to a first floor.
- The venue is located amongst commercial properties with the nearest residential neighbours located in flats partly above the unit.

Identified most likely causes of noise disturbance:

- Music being played.
- Voices from customers on entry, exit and congregating in the area.

Build mitigation:

- Any Karaoke rooms if incorporated will be fully sound proofed to prevent noise bleed within the venue.
- Speakers will not be placed behind the bar to ensure sound is not directed at staff who are working.
- Speakers will not be directed at the front door to reduce any noise disturbance from entry and exit.

Management controls:

- Door staff will be employed at busy times, to ensure guests on entry and exit are not causing a disturbance to neighbours.
- In the unlikely event queues form, customers will be requested to queue up against the wall to the right of the building to avoid obstruction and requested to stand close to the wall as not to block the footpath.
- Barriers will also be used for queue management if required.
- Any smokers will be requested to stand to the left of the building. This will be a roped off area no bigger than 4m² as not to block the footpath. There will also be a cigarette bin located in the area to prevent litter.
- Management controls will be in place to prevent music being played too loudly within the venue to customers and staff.
- No glass bottles shall be placed in the outside receptacles after 8pm.
- External waste collection limited to between the hours of 8am – 8pm.
- Deliveries limited to between the hours of 8am – 8pm.
- A telephone number for the manager on duty will be made available in operational hours to residents in the vicinity.
- A log of any issues or incidents will be kept and reviewed on a regular basis. This will include any complaints from local residents in the area and be available on request to the authorities.
- Management will be trained on the likely cause of noise disturbance, how to minimise the occurrence and how to rectify should an incident or complaint arise.
- Team members will be trained on managing and preventing conflict and incidents.
- Staff and security rotas will be planned to expected trade levels to ensure the management controls are adhered to.
- A dispersal policy will be in place to reduce the potential of noise and disturbance to neighbours.
- All music shall be played or reproduced through loud speakers and a tamper proof noise limitation device.