

[REDACTED]

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From: Romana Bellinger [REDACTED]

Sent: 05 April 2018 12:15

To: Licensing Resource (SBC)

Cc: [REDACTED]

Subject: Re: Example NMP

Dear Tom,

Thank you for your email of today's date.

We can confirm that we have agreed with Environmental Health when a noise management plan will be required and we are working closely with Julie Oates the Senior Environmental Health Officer at Swale.

As a condition we are looking to incorporate within our operating schedule the following:

[REDACTED] a noise management plan, which has been agreed with the local authority (Environmental Health), is in place. The noise management plan shall be periodically reviewed and/or when significant changes occur in the operation, building or event type or following a complaint.

Please let us know if you require anything further from us.

Many thanks

Kind regards

Romana Bellinger

Sent from my iPhone

## The Hot Tin Noise Management Plan (non-music version)

Priority	What needs to happen	How this will happen	Who responsible
To ensure residents are not disturbed by customers attending	Limited outside drinking and smoking in a designated area.	Limit the hours of use, to avoid later times. Manager to remind customers if their behaviour becomes unruly – ‘3 strikes’ rule for unruly customers. Use CCTV to monitor customer behaviour. After 9pm drinks will be refused to be taken outside. Signage will be displayed to advocate this.	Manager and/or Door supervisors/ or SIA Door Supervisor(s)
	Ensure there is adequate signage on premises asking customers to respect the neighbours and leave quietly.  Taxi companies encouraged to pick up customers away from residential area.	Signage in place on egress of the building asking customers to leave quietly. Hand out lollipops on exit on event evenings to minimise speech. Door supervisors will encourage people to leave quietly. SIA Door Supervisors will be present at larger music events and adhere to our licensing objectives and Noise Management Plan.  Information concerning directions, public transport, local public car parks and taxi companies will be made available on The Hot Tin website and customers will be directed to use these.	
To ensure residents are not disturbed by general establishment activity	Ensure deliveries and refuse collection take place at acceptable times.  Bins emptied at reasonable times.	Specify to companies that deliveries should take place between the hours of 8am and 6pm, Monday-Saturday and not on public holidays where possible. Also school drop off and pick up times should be avoided as this causes congestion in the road 8.20-8.50am and 3.00-3.30pm.  Bins will not be emptied between 9pm and 8am.	Manager/staff

<p>To ensure The Hot Tin works in partnership with the community.</p>	<p>To ensure Neighbours know they can approach The Hot Tin if they have any queries or concerns.</p> <p>To take neighbour complaints seriously and take swift and appropriate action.</p> <p>Ensure relationship with whole community is strong and The Hot Tin is seen as an asset to the locality.</p>	<p>To liaise with neighbours to introduce themselves as new managers and ask them to let us know if they are concerned about anything.</p> <p>All staff need to know that they deal with any complaints from neighbours politely, quickly and efficiently, ensuring a member of the senior team has been notified and providing feedback to the neighbour on the action that has been taken as soon as possible.</p> <p>Support/host community events where possible. Forge good relationship with Parish Council and local organisations.</p> <p>Local neighbours will be made aware of future events published i.e. flyer distribution, mailing list.</p> <p>The owners/managers live at the premises and have similar concerns as their neighbours and will want to minimise any disturbance and encourage a good relationship and to enjoy The Hot Tin as an asset to the community.</p> <p>This Noise Management Plan will be reviewed annually in conjunction with Swale Borough Council Environmental Health.</p>	<p>Manager</p>
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