

Your Premises

A guide to controlling noise from pubs, small licensed venues, and clubs



► WHY BOTHER?

The aim of this leaflet is to provide you with simple advice to prevent noise complaints and reduce the need for enforcement by City of York Council's Environmental Protection Unit (EPU) and Licensing team.

Most licence holders, designated premises supervisors and club premises certificate holders want to run their premises for the enjoyment of their customers and the local residents. However, if events are not managed properly this may result in noise complaints.

All operators have a legal duty to control noise, and failure to do so can lead to restrictions being placed on your business, review of a premises licence/club premises certificate and, in extreme cases, the loss of a premises licence/club premises certificate or prosecution.

A licence or certificate does not allow a premises to cause a noise nuisance to local residents!



► SOURCES OF NOISE

The first step to control noise is to consider the types of noise which may come from your premises. Noise may occur as a result of

- Amplified music, voices and singing e.g. karaoke;
- Non-amplified (acoustic) music and singing;
- Raised voices and shouting from customers, as they arrive, inside, outside in the beer garden or smoking area and when leaving the premises;
- Emptying of bottle bins and cleaning your premises;
- Plant and machinery, such as fans and extracts;
- Noise from customer vehicles, delivery vehicles and taxis, as a result of cars horns and music.

► NOISE CONTROL

Having identified possible noise sources in your premises, the next step is to consider how you can control the noise sources so that they won't cause a nuisance to nearby residents.

Since every premises is different there is no 'one size fits all' solution. However by considering the following issues you can create a solution to meet your own specific needs.

Consider



- The design and layout of the premises, including use of outdoor areas;
- Sound insulation, keeping doors and windows closed;
- The location of nearby residents;
- The types of event you run (some events may not be suitable!)

You may also want to consider:

1. Keeping noisy events inside a building, especially music and singing events, and avoid use of marquees;
2. Keeping doors and windows closed whenever possible; do not prop doors open;
3. Positioning speakers away from party walls and not facing residents;
4. Reducing the bass level of music;
5. Encouraging customers to leave via exits furthest from local residents, if possible;
6. Putting up notices and ask customers to leave quietly;
7. Supervising outside areas, including beer gardens and smoking areas;



8. Prohibiting drinking in noise sensitive smoking areas;
9. Checking noise levels at the boundary of your premises, you may have a condition on your licence requiring noise to be inaudible at your site boundary;
10. Playing quieter or mellower music when it gets later and before customers leave. They will be more likely to leave quietly;
11. Providing your own equipment for visiting DJs, singers and bands, so you have control over the noise level.

By careful planning, noise problems can be prevented. This can reduce costs incurred for improvements and prevent loss of trade from annoyed local residents.

► NOISE MANAGEMENT POLICY

In addition to these noise control measures EPU would also strongly recommend that you implement a noise management policy in your premises.

This should include a procedure for recording complaints received and actions taken to resolve the problem, as well as details of noise monitoring carried out to prevent complaints in the first place.

You should also detail how you liaise with performers, agents and residents about events, and detail measures taken to limit noise i.e. sound proofing, noise limiters etc.

Finally it should also contain details of training given to staff in relation to noise control.



► **TEMPORARY EVENT NOTICES**

Temporary Event Notices (TENs) currently allow licensees to hold events outside the terms of their licence. However TENs do not permit you to create noise nuisance.

If you are proposing holding an event under a TEN then EPU would advice that you tell your neighbours and provide them with the following details, as a minimum:

- A description of the event detailing what is going to happen;
- The date of the event;
- The start and end time of the event; and
- A contact telephone number in case they wish to discuss the event or contact you during the event

► **FURTHER INFORMATION**

For more specific technical advice on how to control noise, such as insulating your building, the provision of acoustic lobbies, or use of noise limiting devices, EPU would recommend you contact either

Institute of Acoustics, 77A St Peter's Street, St. Albans Hertfordshire, AL1 3BN or at www.ioa.org.uk

Association of Noise Consultants, The Old Pump House, 1A Stonecross, St Albans, AL1 4AA or at www.association-of-noise-consultants.co.uk

For any other information regarding noise control please contact EPU at:

**City of York Council
Environmental Protection Unit
9 St Leonard's Place
York
YO1 7ET**

Telephone: (01904) 551555

Email: environmental.protection@york.gov.uk

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جا سکتی ہیں۔ (Urdu)

 (01904) 551550

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environmental.protection@york.gov.uk