

APPENDIX 10

OHANA
1-2 Burkes Court,
Station Road,
Beaconsfield,
HP9 1NZ

NOISE MANAGEMENT PLAN February 2024

SITE DESCRIPTION

The premises is known as 'Ohana' of 1-2 Burke's Court, Station Road, Beaconsfield, HP9 1QR. The property fronts onto the pavement of a busy traffic junction of a High Street setting. There are residential properties above and opposite the venue, and would be the most at risk of noise disturbance from the operations of the premises.

INTENDED USE OF THE PREMISES

The venue is a restaurant and members lounge bar licensed to sell alcohol and late night refreshment. The ground floor will operate as a restaurant, the first floor a members lounge and bar.

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 premises will be open to the public from 11am Monday to Sunday, closing at 2am Sunday to Thursday and 3am Friday to Saturday and any day preceding a bank holiday. Customers will not be admitted to premises outside of opening hours.

When the venue is open for trade on any day beyond 1am, registered SIA door staff will be in attendance.

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 and displayed in the window at the premises. The number will be manned at all times the premises is open for business, and any action taken as a result of the complaint should be recorded and kept.

Customers will be permitted to use the front of the premises and the first floor balcony if they wish to smoke. This will give staff vision on the numbers gathered and allow constant monitoring. To prevent unsatisfactory numbers gathering outside, staff will

make requests for customers to return inside. Steps will be taken to educate regulars on the limited area for smokers.

The outside dining areas will be limited to a maximum of 24 persons and will be closed at 9.30pm each day.

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 restaurant environment rather than to be listened to and is incidental to speech and conversation which can be heard clearly without raised voice.

DISPERSAL OF CUSTOMERS

Staff will actively encourage the gradual dispersal of customers to minimise nuisance. All licensable activity ceases 15 minutes before the venue closes. This acts as a reminder to patrons that the venue is due to close and permits for finishing their evening. It also encourages a natural gradual dispersal of patrons.

Members of staff will monitor the exit to oversee the end of night departure period. Customers will be encouraged to be considerate upon leaving the premises. Customers shall not leave the premises other than by the doors to the front of the premises. Customers will be asked not to stand around talking in the street outside the premises. Staff will offer assistance to obtaining transport from the premises if required by patrons.

TRAINING

All staff will be trained to be conversant with the noise management policy along with the requirements of the premises licence training. Staff will be notified of any changes to this policy and training shall be refreshed every 12 months.

PROVISION OF INFORMATION

Prominent, clear and legible notices will be displayed at the exits requesting the public to respect residents and to leave the premises and the area quietly.

WASTE MANAGEMENT

The movement of bins and rubbish outside the premises will not take place between 9pm and 7am the following day.

The removal of empty kegs or bottles to external areas shall not be permitted between the hours of 9pm and 7am the following day.

Refuse collections will be in line with other businesses operating in the area.

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. Such deliveries shall not be permitted between 9pm and 7am the following day.

Air Conditioning

EXTRACTION UNIT

The extraction unit runs from the 1st floor of the building to the roof. The construction and operation of the unit is in line with planning decision notice PL/20/3992/FA and is regularly serviced.

PREMISES ALTERATIONS

No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

Security Alarm

The security alarm has been professionally installed and is monitored. In the event of the alarm being activated, the police and key holders will be notified immediately. The alarm can be silenced remotely.

Complaints

Any complaints in relation to noise escape will be dealt with as soon as practicable by the licensee. The complainant will be responded to and informed of action taken to resolve. The complainant will be continually updated during any due process of rectifying issues raised. Details of the complaint, complainant and resolution will be logged and kept on file at the premises.

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.

COMMITMENT

The premise has been operating without complaint since 2021. The licensee is satisfied in the venues 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. The licensee commits to ensuring this noise management plan is implemented and

maintained at all times for the duration of operation of our premises. We understand that it forms a key part of our Licence to operate.