

Noise Management Plan

Relating to serviced short term holiday accommodation: 70a Main Street, Egremont, Cumbria CA25 5JF.

Reason: To safeguard the amenity of nearby residents and the area generally. Due to the location of the property, it is not anticipated that any noise disturbance would be an issue. However, this noise management plan aims to deal with any issues that may arise.

(i) **Amanda Hyland, Owner/Director is responsible for the behaviour of guests and for liaison with local residents and this Council.**

(ii) **The control and use of outside areas.**

- Bin use / bottle disposal / recycling
- Music, talking from the rear patio area.
- Parties
- Taxis

The Terms and conditions regarding guest's standards of behaviour including noise, nuisance or disturbance will be listed on the website and poster rules reminders will be displayed both inside and outside of the property, these include quiet times and the maximum number of guests. Parties of more than 4 people are not permitted. Parking is limited to 2 cars on site and parking arrangements are stated at the time of booking. Recycling and non-recycling bins are positioned near to the house.

(iii) **The control of noise breakout from within the building.**

- Main entry door operation
- TV or music from inside the property
- Parties
- Housekeeping staff

Instructions provided to guests and staff regarding access and departure of the property. Information and expectations given to guests and staff about respectful use of the property, including noise, nuisance, or disturbance of other residents. Quiet times and the maximum number of guests. Parties of more than 4 people are not permitted.

The property has been refurbished to current building regulations (2024) which includes the insulation to all internal and external walls, and new double-glazed windows to all windows.

Staff to be mindful of noise levels and working hours should be between 8.00 and 18.00 Monday to Friday.

Immediate neighbours to have contact details to report any inappropriate/nuisance noise directly to owner of the property.

(iv) **Access and egress to and from the property by guests including arrangements for vehicle parking.**

Clear directions and instructions for parking and access are sent to guests via the booking system or emailed if booking directly. 2 vehicles permitted to park at the rear of the building in the identified

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parking places. Any more vehicles or visitors' vehicles will be required to use the carpark off Main Street. Deliveries will be made during working hours Monday to Friday 08.00 – 18.00 and Saturday 08.00 – 13.00 where possible. Deliveries outside of these times will be made to the front of the property off the Main Street. Taxis are not permitted to access the rear of the property and any taxi pick-up and drop-off should be from the main door on the Main Street.

(v) Recording of complaints and response to those complaints.

All complaints will be recorded by Amanda Hyland and swift action to address the issue. All complaints will be investigated and responded to.

To reduce formal complaints and concerns, immediate neighbours will have direct contact details for Amanda Hyland Owner/Director.

(vi) Review of the Noise Management Plan

Following any complaint the Noise Management Plan will be reviewed, amended as necessary and actions will be implemented in order to safeguard the amenity of nearby residents and the area generally. Further to this, an annual review of the Noise Management Plan will be undertaken and if necessary, the revised Noise Management Plan will be submitted to and approval in writing sought by the Local Planning Authority.

(vii) Other matters

All issues raised directly by immediate neighbour's and local residents will be considered and discussed and responded to in writing with the aim of a solution that satisfies all parties. Any other matters that are reasonably required by the Local Planning Authority will be adhered to.