

Inc Architects Limited

NOISE MANAGEMENT PLAN

Operational Phase

Development of 6 one bed holiday lodges and
fishing clubhouse/housekeeping storage building

Issued: October 25

Job Reference: 21 012-INC-RP-NMP

Site Address:

Woodhead Hall , Cherry Lane , Cheadle , Staffordshire , ST10 4QS

Client:

Woodhead Hall Estates

Proposal:

6 one bed holiday lodges and fishing clubhouse/housekeeping storage building

Report Prepared By:

Noise Impact Assessor Consulting on behalf of
Inc Architects Ltd

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1. Introduction, purpose and scope

- 1.1.** This Noise Management Plan (NMP) sets out the measures that will be implemented to manage and control operational noise from the holiday lodge site to ensure protection of neighbouring amenity, consistent with the accompanying Supplementary Noise Impact Assessment and relevant planning conditions.

2. Key commitments

- 2.1.** Quiet Hours:
- 21:00–08:00: Outdoor decks/paths used quietly; no amplified music outdoors at any time.
 - After 23:00: No outdoor gatherings; arrivals/departures discouraged.
 - 23:00–07:00: Late check-ins only by prior arrangement and escorted to minimise noise.
- 2.2.** Guest Information & Behaviour:
- Clear “Respect Our Neighbours” information provided at booking, in lodge welcome packs, on-site signage and on-site manager/warden contact details.
 - Include a signed agreement at booking or check-in covering:
 - Quiet hours
 - Behaviour expectations
 - Consequences of breaches (e.g., eviction, fines)
 - Reinforce with on-site signage and lodge welcome packs.
 - Guidance on engine-off in parking bays, careful door closure, and prohibition of fireworks or outdoor PA systems.
- 2.3.** Layout & Surfaces:
- Parking bays and main circulation clustered centrally within the site.
 - Quiet surfacing (bound gravel/resin/tarmac) to minimise wheel noise.
 - Soft-close fittings on gates, bins, and ironmongery.
- 2.4.** Landscaping & Screening:
- Soft landscaping scheme conditioned under planning to incorporate natural screening.
 - Acoustic fencing or bunding to be added within the landscaping if future monitoring indicates a need.



2.5.

Plant & Servicing:

- Any external plant to operate at $\leq$ background sound level (LA90) at nearest dwellings, accounting for BS 4142 feature corrections.
- Refuse and servicing activities limited to 08:00–19:00.
- Housekeeping carts fitted with rubber wheels to avoid impulsive noise.

2.6.

Site Supervision & Complaints:

- Any call/complaint will be triaged, and a suitable method of response will be applied. The applicant is proposing a **tiered response system**, which is as follows:

Tier 1 – Low Priority (Non-urgent)

- Examples: Minor noise complaints, general queries, maintenance requests.
- Response Time: Within 24 hours.
- Handled by: Family member assigned to daily monitoring.

Tier 2 – Medium Priority (Time-sensitive but not critical)

- Examples: Repeated noise complaints, minor breaches of guest code of conduct, neighbour concerns.
- Response Time: Within 4–6 hours.
- Handled by: On-call warden or designated local contact (e.g., cleaner, groundskeeper).

Tier 3 – High Priority (Urgent)

- Examples: Loud parties, safety issues, serious neighbour complaints.
- Response Time: Immediate (within 1 hour).
- Handled by: Private security mobile response team or family member via direct phone intervention or emergency visit.

- **Communication Channels:**

- Dedicated Phone Line: Mobile number for on-call manager/warden, published to neighbours and guests.
- Email & Online Form: For non-urgent complaints, linked from the lodge website or booking portal.
- WhatsApp or SMS Alerts: Optional for faster neighbour communication.

- **Complaint Logging & Tracking**

- Use a shared digital log (e.g., Google Sheets or Trello) to record:
- Date/time of complaint
- Complainant details (if provided)
- Nature of complaint
- Action taken
- Resolution status
- Ensure logs are retained for Local Authority inspection.

- **Annual Review & Adjustment**

- Conduct an annual review of:
- Complaint trends
- Effectiveness of triage and supervision
- Feedback from neighbours and guests
- Adjust the NMP and supervision protocols accordingly.



3. Verification

- 3.1.** Post-completion survey within 8 weeks of first occupation to confirm compliance with rating and amenity targets in the SNIA.
- 3.2.** If exceedances are identified, further mitigation (e.g., additional screening, revised management rules) will be implemented and retested.

