

Noise Management Plan (NMP) for The Dog Walking Field – Imberhorne Lane

Background: This NMP has been requested to be submitted as a condition of the Granted planning application **DM/24/2112**. It should be noted that Dog Walking Fields Ltd, whom this application was submitted for already run a number of successful private hire exclusive use secure dog walking fields, and have never received a single noise complaint. This is because of our attention to good neighbourly relationships and the fact that exclusive use fields do not generate much noise from the dogs since there is very little for them to react to. This is quite different to dogs walking in public or on public footpaths (which already exist on the adjoining land) where there are plenty of triggers for dogs to bark about. Below are the items requested by the Planning Officer:

1. Maximum Number of Dogs Permitted on Site

The maximum number of dogs permitted on-site at any one time is **9 dogs**. This limit ensures noise levels are minimized and manageable. In fact, based on our other fields, some of which allow up to 15 dogs, 1-6 dogs per booking account for 97% of bookings made. With less than 1.5% of people booking for 7-9 dogs.

2. Policy for Persistently Noisy Dogs

- Owners are advised by on our booking T&Cs that excessively noisy dogs may not be suitable for the facility.
- If a dog is persistently noisy and causes a disturbance, the following steps will be taken:
 1. The owner will be informed and asked to take measures to quiet their dog.
 2. If noise issues persist, the dog will be asked to leave the premises.
 3. Repeat offenders may be restricted from future bookings.

3. Procedure and Contact Details for Addressing Noise Complaints

- A sign at the entrance gives the contact details and the website for people to raise any issues so they are able to easily make any complaints. On the sign there is:
 - **An email address**
 - **Website address**
 - **Phone number**
 - **Social media contact details**
 - **A QR code – for quick Whatsapp messages.**
- Complaints Procedure:
 0. Complaints received will be logged and acknowledged within 24 hours.
 1. An investigation will be carried out to identify the cause of the noise.
 2. Appropriate action will be taken, including speaking to the dog owner, reviewing booking policies, or implementing further noise mitigation measures.
 3. The complainant will be informed of the resolution within 7 days.

4. Booking Procedure/Policy

- All bookings must be made in advance through the online booking system. Customers must supply their contact details.
- Customers must abide to the terms and conditions, including noise management policies, as displayed on the booking website when making their booking.
- Signs at the entrance inform waiting customers to remain in their cars with their dogs until the previous person has left before driving into the field, to ensure all dogs remain calm.

5. Site Access/Security

- The site is secured with a perimeter fence to ensure dogs remain within the designated area.
- Drivers must park in the field, secure the gate behind them, before letting their dogs out of the vehicles. When leaving the field, the sequence is done in reverse, to ensure the dogs are secure within the fence or the vehicles at all times.
- Access to the field is controlled via a secure gate. A coded padlock is provided to allow customers to prevent anyone else entering accidentally.
- A CCTV system monitors the entrance to the field to ensure compliance and security.

6. Hours of Use

- The facility will operate during the following hours, although in reality, bookings are very rarely made outside of daylight hours during the winter:
 - Monday to Sunday: **6:00 AM to 10:00 PM**
- These hours have been chosen to allow working people to walk their dog before or after their working day. The single booking per hour naturally minimizes potential noise disturbance throughout the operating hours.

Implementation and Compliance

This Noise Management Plan will be implemented in full and reviewed annually to ensure its effectiveness. Any significant changes to the plan will be submitted for approval by the Local Planning Authority as required.

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