

Acoustic South East



Noise Management Plan (NMP) – Condition 8 of DM/24/2482

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Project: J3852

Issue 1

Site: **Gatehouse Hub, Gatehouse Lane, Goddards Green, West
Sussex**

Client: **Gatehouse Hub Limited**

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1 Introduction and Executive Summary

Acoustic South East have been appointed to provide a noise management plan in support of condition 8 of planning permission DM/24/2482 consented by Mid Sussex District Council.

In summary, Mid Sussex District Council have consented a new commercial/industrial estate and have required a condition to address noise. More specifically, condition 8 requires a noise management plan for the Wellness centre and commercial units. Listed below are the measures that the site management will take to ensure that the residential amenity to the North and West of the site remain protected. It is recommended that Mid Sussex District Council may now discharge condition 8 of DM/24/2482.

2 Works Previously Carried Out by Acoustic South East

Acoustic South East previously provided the client noise management plans to cover both the Wellness Centre and the commercial units for the smaller scheme approved by Mid Sussex District Council (23/1051). The only change is the increased number of commercial units on the site.

3 Context and requirement for a Noise Management Plan

Mid Sussex District Council have consented a mixed-use commercial park including a wellness centre and 40 commercial units for class E(G), B2 or B8 uses. Specifically, MSDC have applied condition 8 which requires as follows and note is made that the Noise Management Plan (NMP) must consider all commercial units as well as the Wellness centre.

8. Noise Management Plan Noise Management Plan (all units including Wellness Centre): No unit shall be occupied until a Noise Management Plan for that use, including hours of operation, full details of loading/unloading arrangements, noisy activities and all appropriate noise mitigation measures, has been submitted to and approved in writing by the Local Planning Authority. The Noise Management Plan shall be implemented in full on occupation (initial or subsequent) of each unit and complied with thereafter unless otherwise agreed in writing by the Local Planning Authority.

In reviewing condition 8, it is suggested that the noise management plan shall include hours of operation, external activities and appropriate noise mitigation measures.

Whilst this specific NMP is required by condition, these constitute good practice and can assist in protecting the reputation of the management company as well as defending against noise concerns in due course.

The site will be a new build and run and managed by a dedicated management company, including the Wellness centre. The management company would exercise control via tenancies and good practice management notes which new tenants would automatically sign up to in order to address not just noise, but bins, refuse, deliveries etc.

4 Site Location and Nearest Residential Receptors

The nearest receptors are to the North West (Gothards) and North East (Little Shepherds) of the development. Windmill Nursery exists to the immediate West of the site. The Wellness centre is identified in the right-hand image of Figure 1



Figure 1. Site Location Plan and Approved Layout

5 Consented Wellness Centre

The ground floor and first floor layouts can be seen in Figures 2 and 3 below. The uses are not inherently noisy.



Figure 2. Wellness Centre - Ground Floor

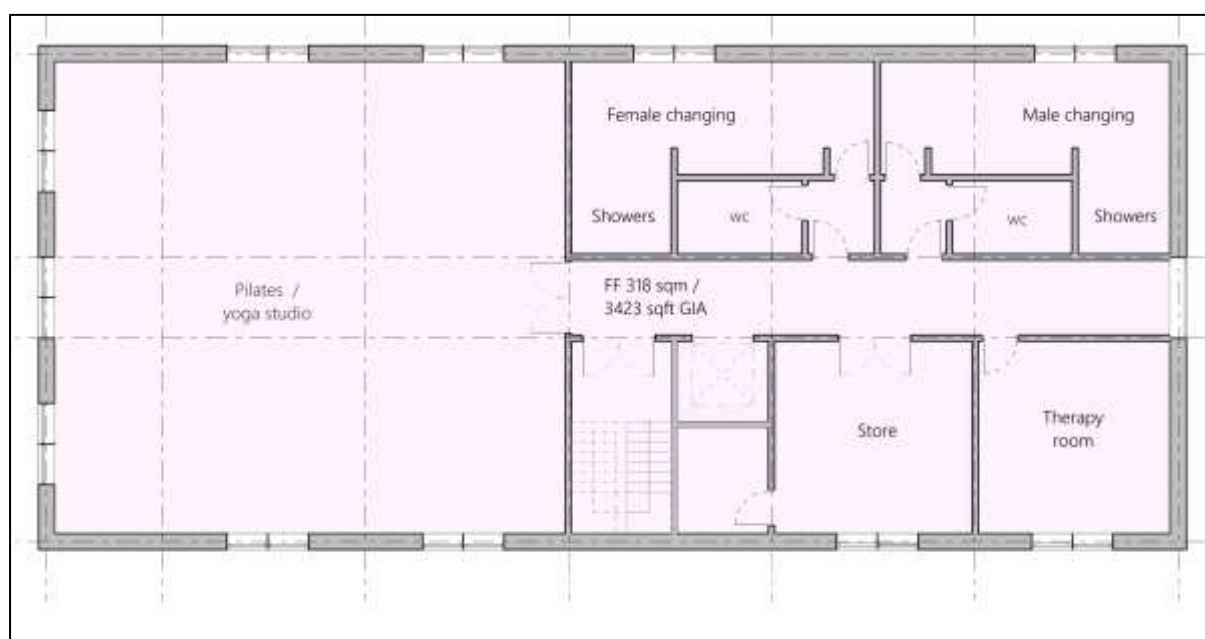


Figure 3. Wellness Centre – First Floor

6 Previous Acoustics Work Undertaken

A Phlorum noise assessment accompanied the original consented application and was dated 3rd April 2023, project reference 12010B.S. The report assessed the impact of both vehicle movements, the wellness centre and provided a fixed limit for plant to be assessed against using BS4142:2014-A1:2019.

Specifically, the Phlorum assessment provided a table for indicative noise levels inside the wellness centre.

Clearly, not all rooms will warrant amplified music, but the assessment was indicative only.

It should be remembered that gym users more often than not have their own personal sound system and do not like ambient music levels which detract from being able to listen to their own music.

It is worthy of comment too, that a workplace would not have 12 hours' worth of music above the level where staff would require hearing protection (ie above 85dB $L_{Aeq,8 \text{ hour}}$).

Table 5.1: Wellness Centre Music Noise Limits		
Location of Noise Source	Period	Music Noise Limit at 5m from Noise Source to Achieve 'No Noise Increase' at Nearest Residential Property
External music	Morning (0700-0900 hrs)	60
	Daytime (0900-1900 hrs)	67
	Evening (1900-2300 hours)	49
Internal Music (assuming doors closed and building provides R_w 25 dB sound insulation)	Morning (0700-0900 hrs)	80
	Daytime (0900-1900 hrs)	87
	Evening (1900-2300 hours)	69

Figure 4. Permissible Internal Noise Levels Inside Wellness Centre

(source: Phlorum Report no. 12010B.S.)

7 Noise Mitigation Measures (Wellness Centre)

7.1 Design Controls

Any mechanical and engineering contractors (M+E) engaged in the design of the premises will ensure that the prescriptive noise limits set by condition 10 of the decision notice (23/1051) will be capable of being achieved.

This will be relevant for any externally mounted plant as well as internal plant which may be louvered to the outside environment. It will also apply for any kitchen extract equipment which is again ducted to the outside environment.

7.2 Documentary Controls

7.2.1 Tenancy Control and Members Code of Conduct

Control over the Wellness centre is likely to be achieved through a tenancy. Similarly, members of the club will also sign up to a member code of conduct which can be used to demonstrate that the wellness centre is located in a residential setting and noise levels must be managed accordingly.

7.2.2 Complaint Handling Strategy

It will be entirely relevant for a complaint handling strategy to be implemented on the site. This will provide a documented control and mechanism for the management company to receive any noise complaints. It will require that the complaint details are held, the complainant making the submission and importantly, what investigation has taken place to remedy the matter and any interventions required. The complaint handling strategy will provide a written record and account for the management company to review periodically to identify if there are any recurring incidents or lessons to be learned and implemented. A suggested complaint form is included in Appendix A. It is advised that such records be retained on site for a minimum of 5 years.

7.2.3 Signage

Signage will also be relevant on the site to identify to Wellness centre members/visitors that there are residents in close proximity and to respect these in terms of noise.

7.2.4 Keyholder Details

Keyholder details will also be held by the management company to ensure that timely action can be taken should events such as alarm activations arise. This will be relevant for both daytime as well as out of hours and being able to reach relevant individuals/tenants.

7.3 CCTV

It is anticipated that the site will be covered by CCTV. Any complaints can therefore be cross referenced against the footage to identify offenders and offer solutions and interventions to ensure that adverse noise events do not occur in the future.

7.4 Vehicle Movements

It is anticipated that the only vehicle movements to the wellness centre are likely to be occasional deliveries, and staff and members arrival and departures. The hours of operation and permitted use are already contained within the planning consent (condition 7 of 24/2482).

The same speed limit for safety reasons would apply to the wellness centre.

7.5 External Plant

External plant is already covered by condition 10 of DM/24/2482. There is noted to be a plant room on the ground floor and any newly introduced plant will have to ensure that the plant limit is complied with.

The final plant and M+E solutions will require a detailed design to ensure that all plant, when run simultaneously avoids exceeding the existing external background sound pressure levels, when considered at the nearest residential receptor.

7.6 Outside Activities

There are no proposed activities outside of the Wellness Centre.

7.7 Landscaping and Barriers

A solid 1.8m fence is proposed on the northern site boundaries to protect the residents to the North (West and East). The fence should be a solid construction, without any gaps and be all the way to the ground. The minimum density for the fence shall be no less than 10kg/m².

7.8 Staff Training and Toolbox Talks

Staff working at the Wellness centre shall have the relevant instruction, supervision and knowledge to ensure that day to day operations of the premises do not give rise to adverse noise concerns likely to impact the nearest residential premises. It is strongly advised that the complaint handling strategy is regularly reviewed and any lessons learned be communicated to staff members to ensure that they are aware of how to minimise noise and noisy events from the site.

7.9 Doors and Windows

All doors and windows will be kept closed to ensure that any internally generated noise is not inadvertently allowed to escape the Wellness centre building.

8 Noise Mitigation Measures (Commercial Units)

8.1 Documentary Controls

8.1.1 Tenancy Control

Control over the consented units is likely to be achieved through individual tenancies, as well as the management company having overall control of the site. Tenants would also be provided with a good practice note to detail not just noise but other factors such as bins and deliveries etc.

8.1.2 Complaint Handling Strategy

It will be entirely relevant for a complaint handling strategy to be implemented on the site. This will provide a documented control and mechanism for the management company to receive any noise complaints. It will require that the complaint details are held, the complainant making the submission and importantly, what investigation has taken place to remedy the matter and any interventions required. The complaint handling strategy will provide a written record and account for the management company to review periodically to identify if there are any recurring incidents or lessons to be learned and implemented. A suggested complaint form is included in Appendix A. It is advised that such records be retained on site for a minimum of 5 years.

8.1.3 Signage

Signage will also be relevant on the site to identify to both tenants and visitors (including deliveries) that there are residents in close proximity and to respect these in terms of noise.

8.1.4 Keyholder Details

Keyholder details will also be held by the management company to ensure that timely action can be taken should events such as alarm activations arise. This will be relevant for both daytime as well as out of hours and being able to reach relevant individuals/tenants.

8.2 Vehicle Movements

As a consented B2/B8 or E(g) site, it is inevitable that staff, visitors and deliveries will arrive at and depart from the site. To ensure that vehicle movements are not a concern, a number of controls will be implemented as follows:

8.2.1 Controlled Delivery Hours

These are already included within the planning consent.

8.2.2 Vehicle Idling

There will not be any unnecessary vehicle idling.

8.2.3 Speed Limit

A speed limit will be introduced onto the new site as a matter of good practice and to ensure that noise emissions remain low.

8.2.4 Vehicle Horns

Horns will not be used on the site to attract attention.

8.2.5 Raised ironworks

Surface irregularities such as raised ironworks, inspection chambers etc will be sited out of the way of traffic flows.

8.3 External Plant

External plant is already covered by condition 10 of DM/24/2482.

8.4 Mobile Plant

As a commercial estate, it is reasonable to anticipate that tenants, depending on their business type may require a fork lift truck. Any reversing systems used on the site will avoid the classic bleep bleep reversing signal and utilise a more directional white noise or similar smart signal.

8.5 Landscaping and Barriers

A solid 1.8m fence is proposed on the northern site boundaries to protect the residents to the North (West and East). The fence should be a solid construction, without any gaps and be all the way to the ground. The minimum density for the fence shall be no less than 10kg/m².

8.6 CCTV

It is anticipated that the site will be covered by CCTV. Any complaints can therefore be cross referenced against the footage to identify offenders and offer solutions and interventions to ensure that adverse noise events do not occur.

8.7 No External Working

The units as part of the tenancy and good practice management notes will not have any external working.

9 Conclusion

In summary, Mid Sussex District Council have consented a new commercial/industrial estate and required conditions to address noise. More specifically, condition 8 requires a noise management plan for the Wellness centre. Listed above are the measures that the site management will take to ensure that the residential amenity to the North and West of the site remain protected. It is recommended that Mid Sussex District Council may now discharge condition 8 of DM/24/2482.

10 Appendix A – Complaint Handling Form

Complaint Information	
Name	
Address	
Email	
Tel No.	
Complaint Information	
Date Complaint Received	
Who Received Complaint	
Details of Complaint	
First Response/Corrective Actions	
Suspected Cause	
Follow up Required?	
Lessons Identified	
Has complainant been contacted with an explanation	
Signed	
Dated	
Reviewed	