

Anderson House, Florence Street, Hitchin

24/02173/FP

Condition 4 Noise Management Plan

Introduction

1. This Noise Management Plan is submitted in response to Condition 4 of planning permission reference number 24/02173/FP.

2. Condition 4 states as follows:

Prior to the commencement of the use hereby permitted details of a Noise Management Plan shall be submitted to and approved in writing by the Local Planning Authority. The development shall be carried out in accordance with the approved details.

3. The reason for the condition is as follows:

To ensure that the use is managed effectively in the interests of the amenity and safety of both the occupiers of the development and the occupiers of property within the vicinity of the site. To comply with Policy D1 and D3 of the North Herts Local Plan.

4. The proposed conversion of Anderson House will accommodate 86 individuals. One YMCA's experience and local knowledge means it has all the necessary asset and people management protocols in place to operate the facility in a manner which protects the amenity and safety of neighbouring residents.
5. The engineering and management controls proposed in this Noise Management Plan have been developed taking professional advice from Quantum Acoustics Limited. Input has included detailed environmental noise monitoring at the site (to ensure the existing ambient noise climate is understood) and subsequent professional judgment regarding practicable control measures to deliver a plan compatible with the reasoning for Condition 4. A copy of the Noise Assessment report prepared by Quantum Acoustics Limited is attached at Appendix A of this NMP.

Tenancy Agreement & Handbook

6. Prior to moving into Anderson House, each resident will be required to enter into a Tenancy Agreement with One YMCA which clearly sets out the responsibilities of each, including behaviour expectations of residents.
7. Residents are expected to demonstrate good and considerate behaviour during their stay and, as a last resort, they can be evicted from the building if their behaviour breaches the terms of their Tenancy Agreement.
8. In addition, each resident will be provided with a dedicated Anderson House Handbook which will provide guidance and information on matters such as security, emergency procedures, room inspections, repairs and maintenance, local amenities and transportation.

9. The Handbook will also indicate the requirement of each resident to adhere to appropriate behaviour whilst staying at the property, including the need to control noise.

Noise Control

10. Noise management measures are as follows:
 - (i) Signed tenancy agreement in place for each resident with behaviour and noise clause;
 - (ii) Breach of the tenancy agreement may result in eviction of the tenant;
 - (iii) "Priority" areas within gardens to be used by residents wishing to meet socially; and
 - (iv) Signage will be erected in the gardens requiring residents to have respect for the site's residential neighbours.
11. Adherence to the above will be overseen by the on-site staff team – Housing Manager, Housing Support Worker, Specialist Project Workers – which will be present during the day and 2no. Concierge Supervisors which will be present overnight.
12. Noise control will also be undertaken through a combination of internal and external CCTV which will be installed at the site in accordance with the submitted plans. Particularly during the evening, the Concierge Supervisors will be able to quickly identify any resident who has the potential to cause a disturbance through excessive noise and seek to quell the situation before noise levels escalate. In addition, the Concierge Supervisors will carry out regular patrols of the interior and exterior of the building enabling them to identify any potential noise source.
13. The property will be staffed 24/7 365 days/year providing round the clock monitoring of noise.
14. Should a noise source be identified, the resident will be asked to firstly move inside, if they are outside, secondly to reduce noise – be that shouting or music or any other source – and thirdly they will be advised of the consequences of not adhering to these measures. All staff are trained in how to manage behaviour and reduce the potential for escalation.
15. However, One YMCA does have an escalation procedure in place to enable the on-site team to contact senior team members up to the Executive Level on a 24/7 basis if needed in the event of a significant incident occurring out of hours, as well as the option to call the Police in the event of unacceptable anti-social behaviour.

Noise Complaint Handling Procedure

16. Local residents will be advised that contact can be made by visiting the main Reception which is accessed via the entrance from the car park. Information will be available on request relating to complaints procedures, including contact and email contact numbers.
17. One YMCA will maintain a formal complaints register.

18. All complaints will be logged in the register, including the name and address of the complainant (subject to GDPR compliance), the nature of the noise causing concern (including duration).
19. Following receipt of a complaint, an appropriate investigation will be undertaken and appropriate steps to abate any unacceptable noise or activity be implemented. Full details of the action(s) taken, including the potential referral of the incident for future sanction, etc., will be recorded.
20. The outcome of the investigation may be communicated to the complainant, including any changes to operational practices that might assist in avoiding any similar incident in the future (if that that is appropriate).
21. One YMCA will endeavour to resolve all complaints at the initial point of contact. If this is not possible then complaints should be submitted in writing and will be dealt with. Any and all complaints will be handled in line with the approved Compliments and Complaints Policy, noting this is compliant with all relevant Housing Association legislation.

Noise Management Plan Review

22. This Noise Management Plan is intended to be used and applied as a “live” document. As such, the procedures set out herein will be reviewed on a periodic basis to establish the effectiveness of its operating procedures, with policies reviewed and updated as necessary to respond to any specific development or recurring areas of concern.
23. Initial reviews will be undertaken after 3 months and 6 months of the hostel commencing operation. Thereafter, the Noise Management Plan should be reviewed annually.

Noise Monitoring

24. It is considered likely that the engineering and management controls outlined in this document should provide an effective and pragmatic basis for the control of operational noise. If any specific issues are identified at the 3 month and 6 month reviews that could benefit from additional monitoring, consideration will be given to active noise monitoring (e.g. the use of noise activated signs or more sophisticated noise monitoring). Additional advice in relation to the implementation of such monitoring to ensure equipment will deliver the desired monitoring and technical set up of equipment will be obtained from Quantum Acoustics Limited.
25. Such advice will be formally recorded as part of the periodic review process.

One YMCA 7.5.25