

NOISE MANAGEMENT PLAN

DOD WALKING FIELDS, PLAS ISSA FARM, CRISTIONYDD, PENYCAE

Introduction

The aim of the noise management plan (NMP) is to put in place reasonable measures to reduce the noise impact of sources associated with the proposed use. Particular attention will be placed upon eliminating 'avoidable' noise through effective site management.

The NMP addresses the impact of noise and control measures employed to mitigate the risk. These are supported through monitoring procedures and to review complaints should they arise. The complaints management procedure is also addressed.

Site Details

The proposal is for the change of use of 3 individual fields (agricultural land) to a Sui Generis use as dog walking fields. The purpose of the scheme is to provide a private hire opportunity for individuals/families to exercise their dogs in a safe, fenced environment.

The site is located at Plas Issa Farm, Cristionydd Lane, approximately 500m south of Penycæ. The 3 fields lie within close proximity of the existing farm complex. Field 1 lies immediately west of the farmhouse, Field 2 north of the group of agricultural buildings and field 3 lies on land opposite the main entrance to Cristionydd Lane.

Apart from those dwellings on the southern edge of Penycæ the only residential property in the vicinity is Cristionydd House which lies approximately 80m away from the nearest point of field 2. Field 1 is over 300m away and Field 3 approximately 200m away.

Noise sources releases and impacts

2 Principal sources of noise

- The main noise contribution from the site will be from the car parking area at changeover times, involving car noise, doors opening & closing, voices and potentially barking dogs.
- Noise sources within the dog walking fields could be from dogs barking, owners practising recall, talking, shouting and the use of whistles

Other noise sources such as general maintenance on a periodic basis e.g. fencing, hedge and grass cutting involving machinery, power tools, would be no different to normal domestic use.

Receptors

The nearest receptor would be Cristionydd House which lies approximately 80m north of the nearest field.

Beyond that the nearest development lies in Penycae some 500m from the site.

There are no properties in the general vicinity of the site to the south, east, or west. Cristionydd House will be the most sensitive receptor to noise from the site.

Noise Mitigation Measures

The following general noise control measures have been identified to mitigate the use causing nuisance and to manage the potential for noise impact in a proactive manner.

Potential Noise Source

- (1) Parking Area; (2) Vehicles; (3) Dogs & Owners

Mitigation

- (1) The parking area is relatively enclosed by existing former agricultural buildings. These lie to the north of the parking area and will act as a noise buffer, particularly in relation to Cristionydd House.
- (2) The vehicular access is located at the furthest point from Cristionydd House. The site opening hours are set out in the Planning Statement and a pre-booking system will be utilised. House rules will include no

slamming of doors; stereos/radios off when on site; max speed 10mph on access track to car park; engines off when stationary; no use of horns

- (3) Owners to agree to Field Rules at time of booking; no excessive shouting allowed; no excessive use of whistles and no noise amplifying equipment allowed; owners to avoid over-exciting their dogs to reduce barking.

Receipt and handling of Complaints

The occupiers of the nearest property Cristionydd House will be given the operators contact details including phone no. and will be encouraged to contact the operator in the event of any excessive noise.

Contact details will also be shown on the business website and communicated through other forms of advertisement in connection with the operation of the facility.

Members of the public are also able to contact the Local Authority with any noise complaints about the site.

Complaints Procedures

The operator will maintain a register and record all complaints received.

Wherever possible, the following information will be collected for each complaint

- *Time and date the offensive noise was observed*
- *The location where the offensive noise was observed*
- *The complainant's description of the noise, including intensity, character, frequency and duration*
- *The address and details of the complainant (this will be treated confidentially)*
- *Any other information the complainant can offer on activities at the alleged noise source*

Each complaint will be investigated by the operator and responded to by telephone or email within two working days, provided the telephone or email contact details have been provided by the complainant.

Where complaints cannot be resolved on initial contact, and further investigations are required, an email response will be made within 10 working

days. In terms of any response, the operator will explain to the complainant what actions have been put in place to address the complaint.

Given the scale of the proposal the most likely cause of complaint would be excessive dog barking from the nearest field to Cristionydd House. However open communication with them will ensure their concerns are addressed promptly and considerately.

The retrospective nature of this application in this instance is helpful, as the business has operated for over 3 years and no complaints have been received with regards to noise.

Site management measures

Hours of opening.

These are stipulated in the Planning statement and are the first method of noise mitigation. There are no unsociable hours and are there to protect and amenity of neighbouring properties.

Site Rules

Access to each of the 3 fields is via an online booking system only. The booking system allows individuals that book the site to be identified and the time and date of their booking to be recorded.

When booking online, customers will be required to confirm their agreement to abide by the Site Rules which will be posted on the website. Bookings will only be confirmed to customers that abide to the rules.

Contact Details

These will also be on the website and these will also be given to the occupiers of Cristionydd House.

If the nuisance is found to be coming from the dog walking fields, the user(s) of the site at the time of the complaint will be identified from the booking system.

The operator will contact the site user to determine the circumstances surrounding the event.

If this is the first instance of nuisance behaviour, a warning will be issued to inform them that a complaint has been received and that they must abide by the site rules.

If a second complaint is received a warning will be issued that an incidence of a third offense will result in them being prohibited from using the site in future.

Site Rules

Appointment time. Do not arrive any earlier then 5 minutes before your session is due to start and ensure that you leave the field on time.

Parking. Ensure you parking within the designated parking area/compound. Once stationary please turn/off your engine and car radio.

Entering the field. When arriving at the dog field, keep your dogs under control and wait in your car until there are no other dogs around. The appointment system is designed to minimise potential conflicts among dogs.

Field Etiquette. No excessive shouting, excessive use of whistles and no voice amplification is permitted. While dogs may naturally make noise during play, please be considerate of our neighbours and do not encourage excessive barking or excitement. Please ensure dogs are supervised at all times.