

**Secret Group Limited
Planning Application
180 Arlington Road, NW1 7HL**

D-SC-ARL-23-016

Draft Noise Management Protocol

The Purpose of this Document

The purpose of this document is to describe the noise management protocol for the proposed Secret Group venue at 180 Arlington Road, London, NW1 7HL

This statement forms part of the application for planning permission for these facilities.

Introduction

The management of sound is a critical part to the successful running of an event space such as that proposed by Secret Group Limited for Camden.

This protocol provides the operating methodology for dealing with sound complaints.

Stage 1 – Receiving Complaints

During an Event

Call directly to Residents Complaint Line		Operations Manager Liaises with Resident	Action moves to Stage 2
Call to Camden Council Control Room	Camden Council report issue directly to Residents Complaint Line	Operations Manager Liaises with Resident	Action moves to Stage 2

Outside Event Hours

Call directly to Residents Complaint Line	Resident Leaves Message	Operations Manager Liaises with Resident	Action moves to Stage 2
Call to Camden Council Control Room	Camden report issue directly to Residents Complaint Line	Operations Site Manager Liaises with Resident	Action moves to Stage 2

Stage 2 – Dealing with Complaints

In all circumstances the following information will be collected from the resident:

- Name (for tracking purposes)
- Address (to check where the sound issues are)
- Contact telephone number (for follow up)
- Time and Date
- Nature of the Issue
- Action that is to be taken

The resident will also be asked to put their complaint in writing to Secret Group Limited (as detailed in future resident communications).

Once a complaint has been received, the Operations Manager will inform the Community Manager immediately. The Operations Manager will investigate the sound issues and, request that the sound levels are investigated and attenuated depending on the circumstances. The Community Manager will contact the resident and arrange to visit the property to measure sound levels. If necessary, the Community Manager will then follow up with the resident or revisit the property to evaluate the action that has been taken.

Details of all reports will be sent to the management team at Secret Group Limited. If necessary details will also be sent to the Environmental Health Office of The London Borough of Camden Council, to include any actions taken.