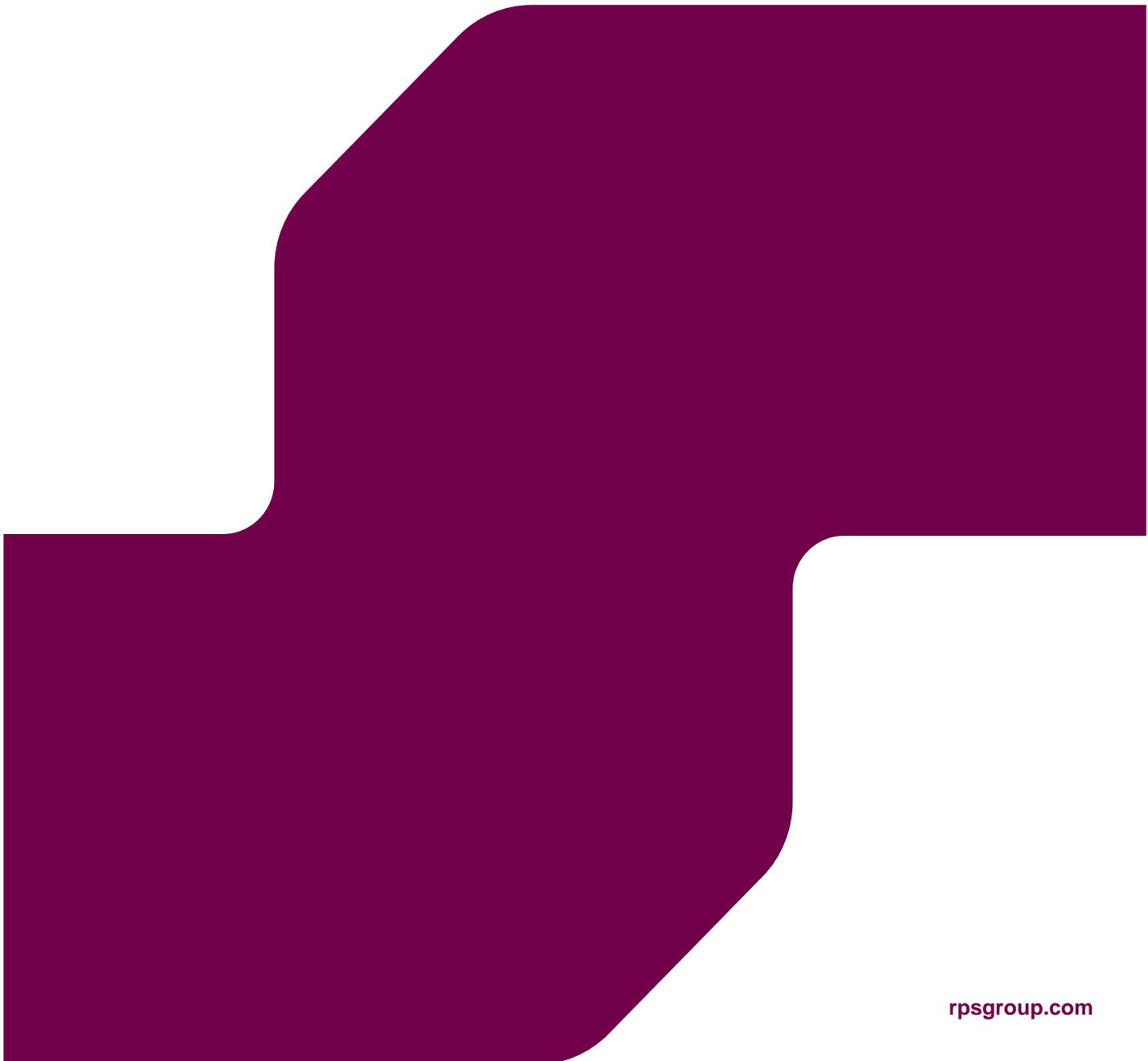


# ACOUSTIC SITE REVIEW REPORT

The Gym Group Limited



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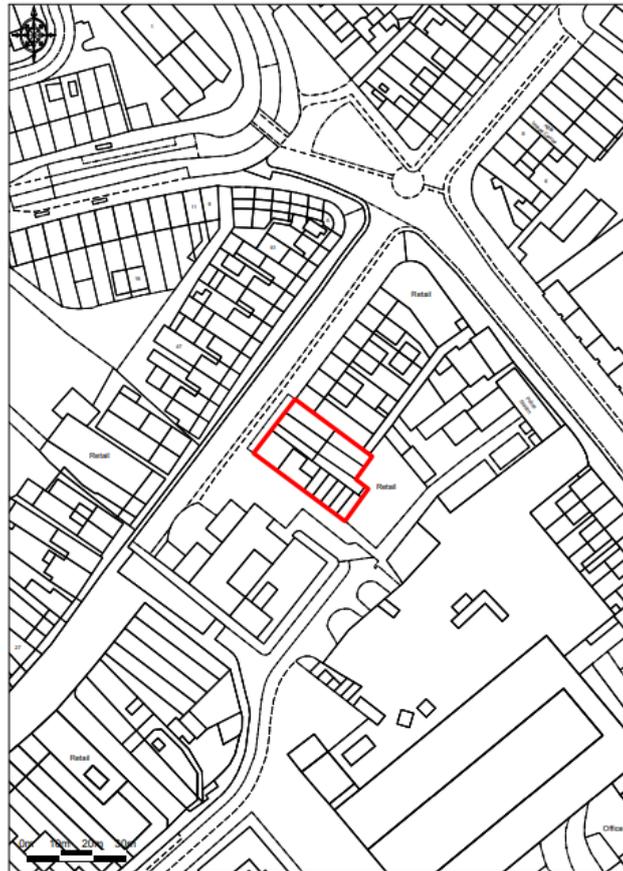
# 1 INTRODUCTION

- 1.1 This Report has been prepared to provide local planning authorities and other relevant parties with evidence in respect of the potential for noise and disturbance associated with the 24 hour opening of existing The Gym sites.
- 1.2 The Gym has built a successful business model operating 24-hour health and fitness uses, and therefore has considerable experience in ensuring that their units operate efficiently without disruption.
- 1.3 The Gym are an experienced operator with over 180 gyms operating across the country at present with well-established and tried and tested measures to ensure no harmful noise impact or disturbance on surrounding occupiers. Sites have operating management procedures in place so that the 24-hour gym use does not adversely impact upon the residential or other uses in the surrounding area, or on the local environment.
- 1.4 In this report we set out a number of case studies of established The Gym sites that are located within close proximity to noise-sensitive properties, such as dwellings. The study represents a range of sites across the country that have been operating on a 24 hour basis for at least one year. These sites are:
- London Barking
  - London Southall
  - London Kingston
  - Norwich
  - Birmingham Kingsbury Road
  - Nottingham Sherwood
  - Manchester Fallowfield
  - Sheffield
  - Bedford
  - High Wycombe
  - Bristol City Centre
  - Plymouth

## **2**    **METHODOLOGY**

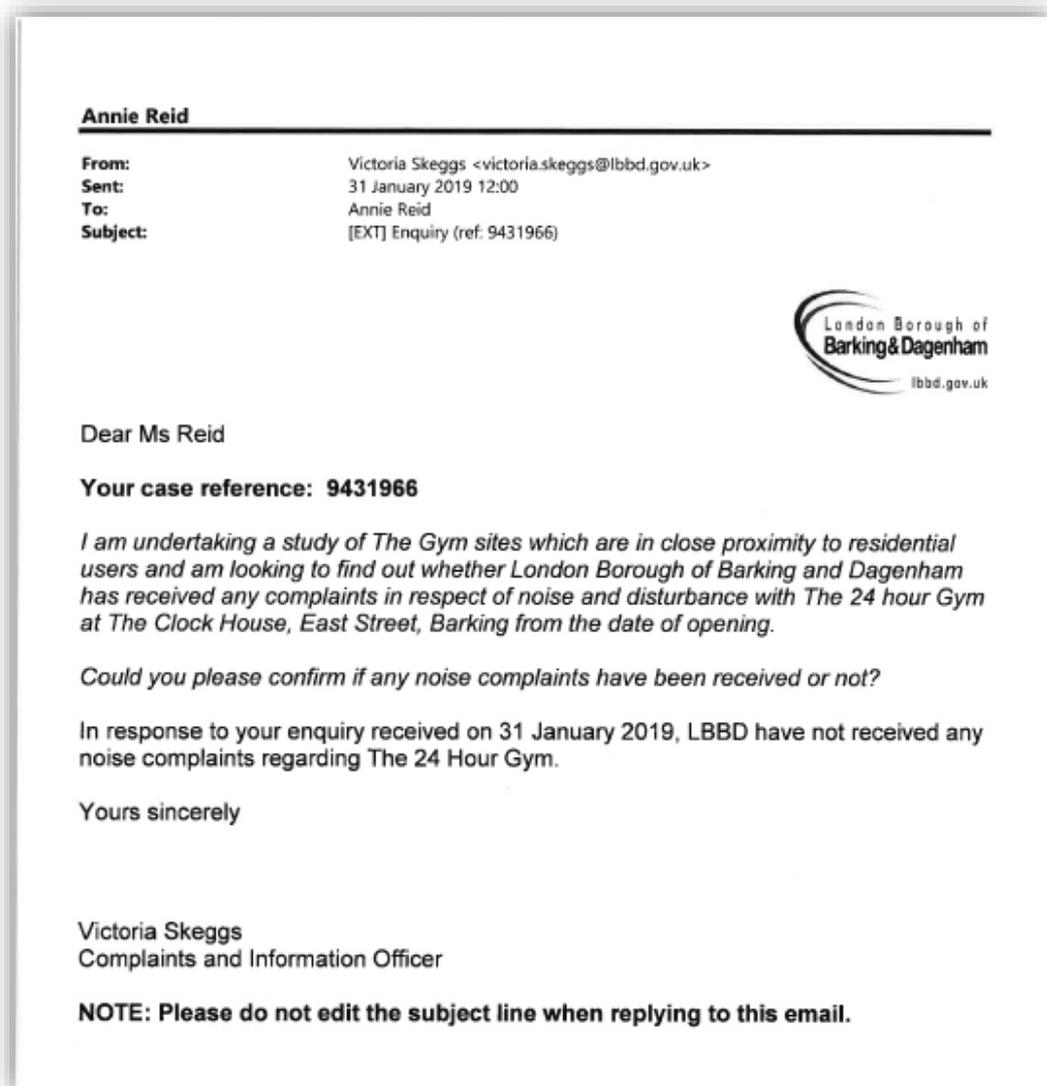
- 2.1    For each of the 12 sites we contacted the relevant local authority to ascertain whether they have received any complaints in respect of noise and disturbance associated with the 24 hour use of The Gym's operation on these sites.
- 2.2    The case studies that have been set out within the remainder of the report provide details of the sites, their location and the relevant correspondence from each local authority to confirm whether any complaints have been received in relation to the site or not.

### 3 CASE STUDY – LONDON BARKING



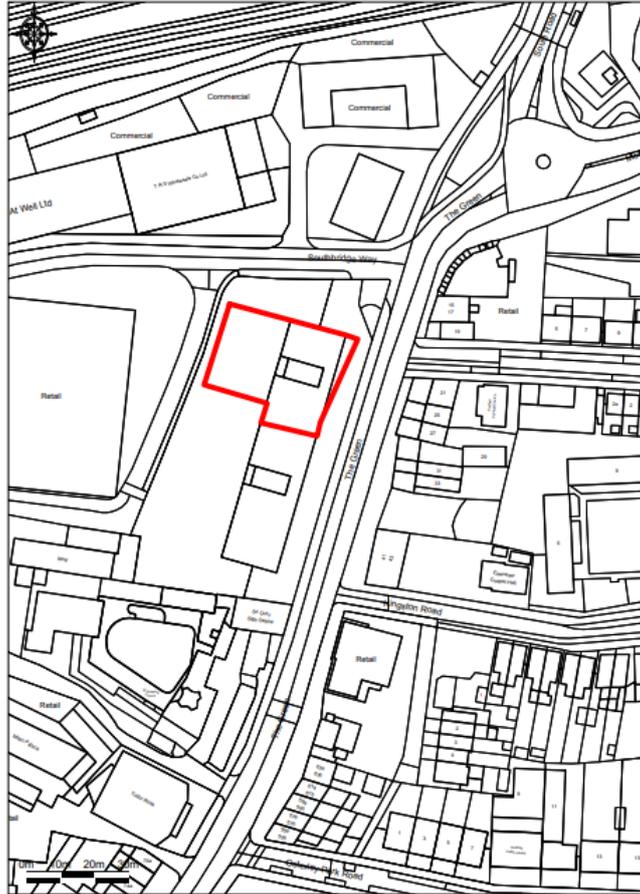
**Map 1: Site Location Plan – The Gym, London Barking**

<b>Site Name</b>	The Gym London Barking
<b>Site Address</b>	The Clock House, East Street, Barking, Essex IG11 8EQ
<b>Site Overview</b>	The site is located within North East London within Barking Town Centre. The site is located on a pedestrianised street, which is largely characterised by retail uses on the ground floors and office uses on the upper levels. There are existing residential properties surrounding the site, including within the converted magistrates court building which is located opposite the site to the south west. The property is not listed, however is within the Abbey and Barking Town Centre Conservation Area.
<b>Reported Issues</b>	By way of email received on the 31 January 2019, the Complaints and Information officer at London Borough of Barking and Dagenham confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 1



**Figure 1:** Email correspondence from London Borough of Barking and Dagenham.

## 4 CASE STUDY – LONDON SOUTHALL

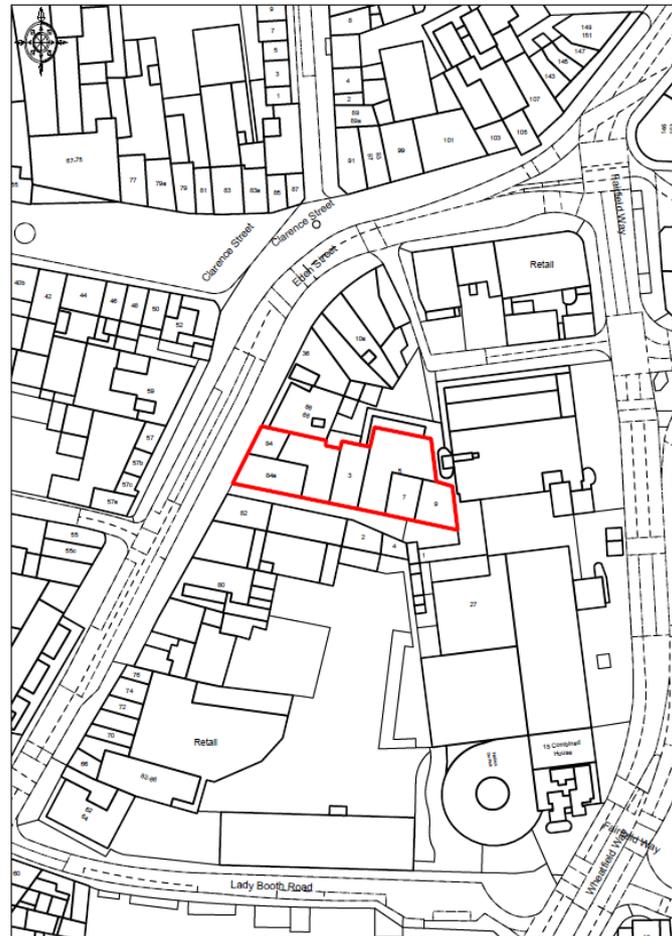


**Map 2: Site Location Plan – The Gym Southall**

Site Name	The Gym Southall
Site Address	Ground Floor, TRS Apartments The Green, Southall, Greater London, UB2 4FE
Site Overview	The site is located within the London Borough of Ealing. The site comprises part of the ground and first floors of the TRS Apartments building, which is located on The Green in Southall. Whilst the site is outside of the town centre, it is located immediately adjacent to a neighbourhood centre and is on a short stretch of road which links this neighbourhood centre to Southall Town Centre. The remaining floors of the TRS Apartments building contains residential units with dwellings located adjacent to and immediately above the premises.
Reported Issues	By way of email received on the 1 February 2019, the Freedom of Information Officer at London Borough of Ealing confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 2



## 5 CASE STUDY – LONDON KINGSTON



**Map 3: Site Location Plan – The Gym Kingston**

Site Name	The Gym Kingston
Site Address	Eve House, Adams Walk, Eden Street, Kingston, KT1 1DF
Site Overview	The site is located within the London Borough of Kingston, in the town centre. The site occupies the first and second floors of Eve House above Moss Bros on Eden Street. It is to the South of Kingston Station. It is to the east of the River Thames. There are residential properties located to south of the site within the wider area.
Reported Issues	By way of email received on the 5 February 2019, the Environmental Protection Officer at London Borough of Kingston confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 3.

**Annie Reid**

---

**From:** Richard Odell <richard.odell@kingston.gov.uk>  
**Sent:** 05 February 2019 08:38  
**To:** Annie Reid  
**Subject:** [EXT] The Gym, Eve House, Adams Walk, Kingston upon Thames (035241)

Annie,

I refer to your recent enquiry about the above gym and can confirm that our records show no complaints have been received about noise and disturbance.

Best regards,

**Richard Odell**  
**Environmental Protection Officer**

Regulatory Services  
Kingston & Sutton Shared Environment Service  
Royal Borough of Kingston Upon Thames  
2nd Floor | Guildhall II | Kingston upon Thames | KT1 1EU  
Tel: 020 8547 5551  
[richard.odell@kingston.gov.uk](mailto:richard.odell@kingston.gov.uk)

[www.kingston.gov.uk](http://www.kingston.gov.uk)

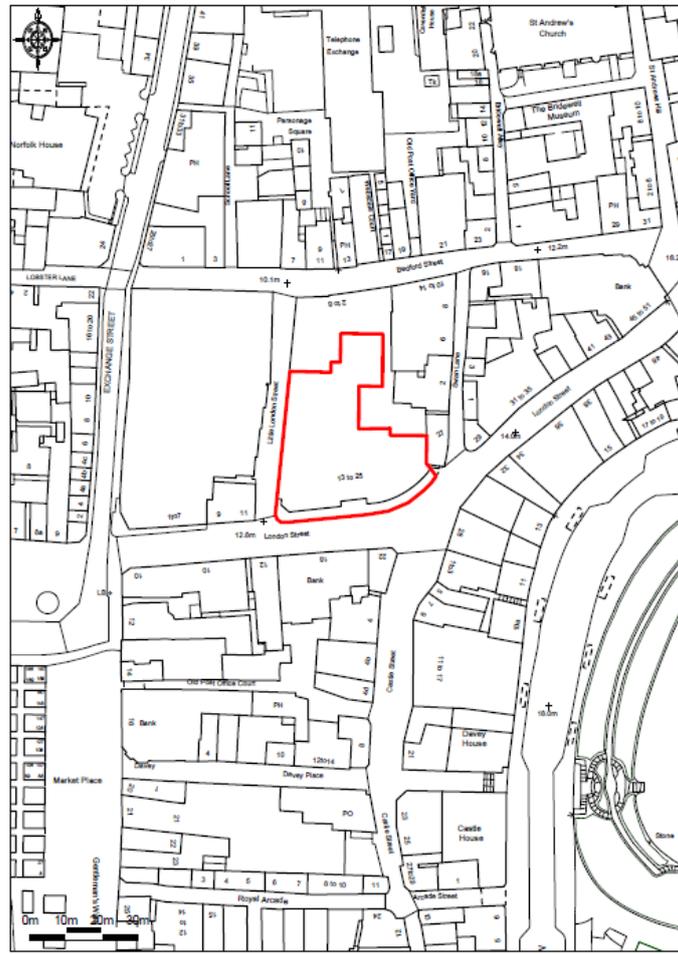


*"The information contained in this message is confidential. It is solely for the use of the individual or entity to whom it is addressed and others authorised to receive it. If the reader of this message is not the intended recipient, you are hereby notified that any use, copying, dissemination or disclosure of this information is strictly prohibited".*

Disclaimers apply, for full details see :  
([https://www.kingston.gov.uk/info/200281/policies\\_and\\_statements/1212/email\\_disclaimer](https://www.kingston.gov.uk/info/200281/policies_and_statements/1212/email_disclaimer))

**Figure 3:** Email correspondence from London Borough of Kingston

## 6 CASE STUDY – NORWICH



**Map 4: Site Location Plan – The Gym, Norwich**

Site Name	The Gym, Norwich
Site Address	6-8 Little London Street, Norwich, Norfolk NR2 1EA
Site Overview	The site occupies the first and second floors of 23-25 London Street with access provided at ground floor from Little London Street. The site is located in the centre of Norwich on the south west corner of London Street and Little London Street and is part of a larger development known as 13-25 London Street. There are residential properties in the wider vicinity.
Reported Issues	By way of email received on the 5 February 2019, the Environmental Protection Officer at Norwich City Council confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 4.

**Annie Reid**

---

**From:** Miles, Alick <AlickMiles@norwich.gov.uk>  
**Sent:** 05 February 2019 09:39  
**To:** Annie Reid  
**Subject:** [EXT] The Gym- 6-8 Little London Street, Norwich, NR2 1EA

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Annie Reid,

I can confirm that the Council has not received any complaints regarding noise or disturbance from The Gym at the above address.

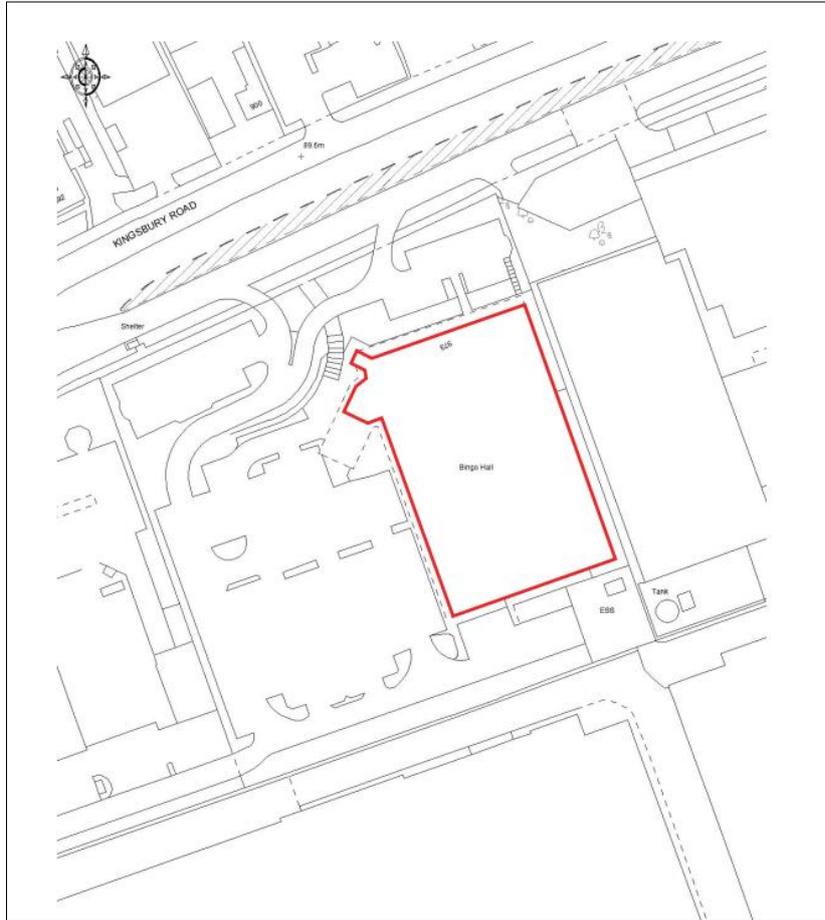
(Please be aware that such requests usually require a FOI).

Kind Regards

Alick Miles  
Environmental Protection Officer  
Norwich City Council  
[alickmiles@norwich.gov.uk](mailto:alickmiles@norwich.gov.uk)

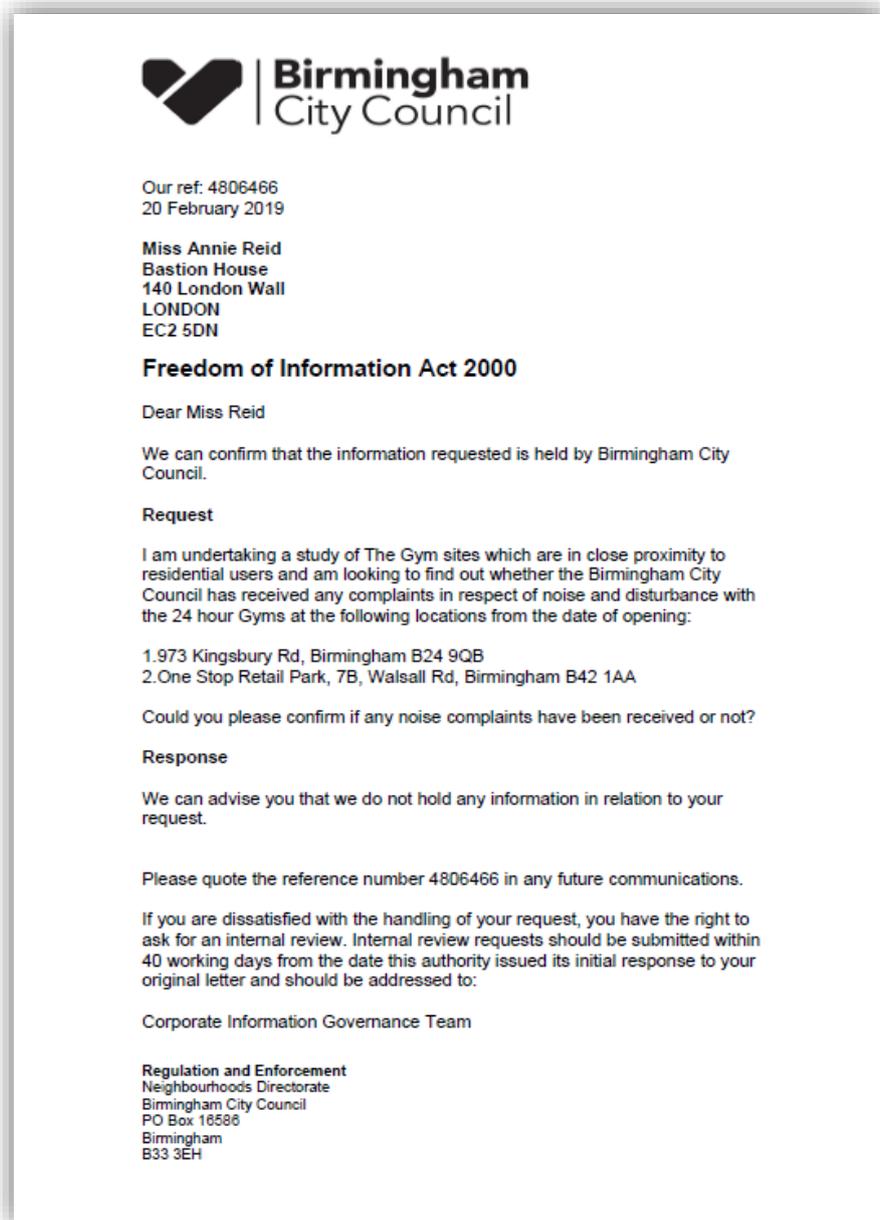
**Figure 4:** Email correspondence from Norwich City Council

## 7 CASE STUDY – KINGSBURY ROAD



**Map 5: Site Location Plan – The Gym Kingsbury Road, Birmingham**

Site Name	The Gym Kingsbury Road
Site Address	Second Floor Unit 9 167-201 Argyle Street, Glasgow, G2 8BU
Site Overview	The application site comprises the Gala Bingo Club on Kingsbury Road (A38) which is located immediately to the west of Ravenside Retail Park. A number of retailers are located on the park including The Range, Curry’s, Wren Kitchens and Go Outdoors, Other uses in close proximity to the existing Gala unit include a Ford Car Dealership immediately to the west of and industrial units to the south. KFC and Burger King Restaurants along with an autcentre are located to the north. There are residential houses located on the opposite of Kingsbury Road to the North.
Reported Issues	By way of email received on the 1 February 2019, Birmingham City Council confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 5.



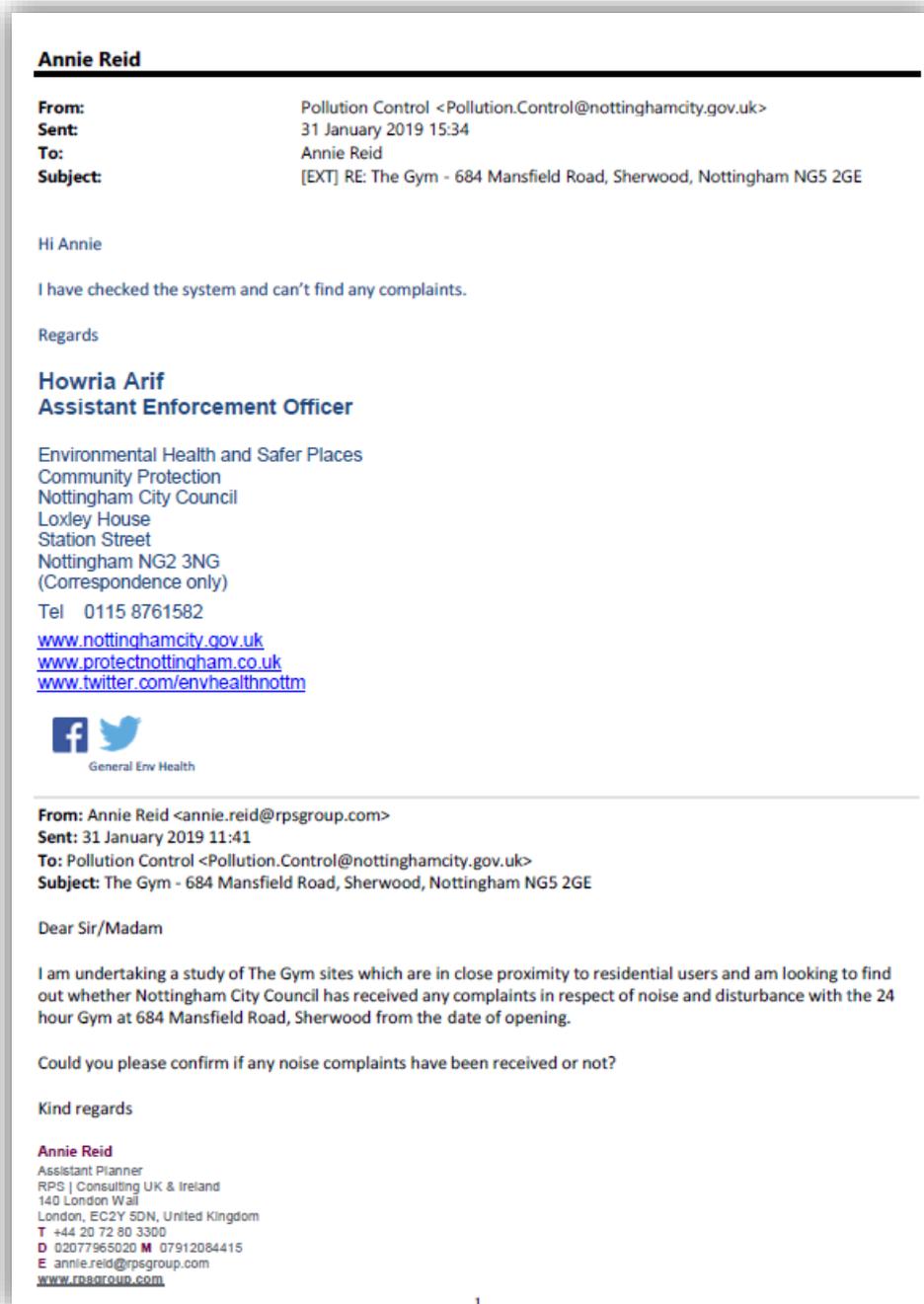
**Figure 5: Email correspondence from Birmingham City Council**

## 8 CASE STUDY – SHERWOOD



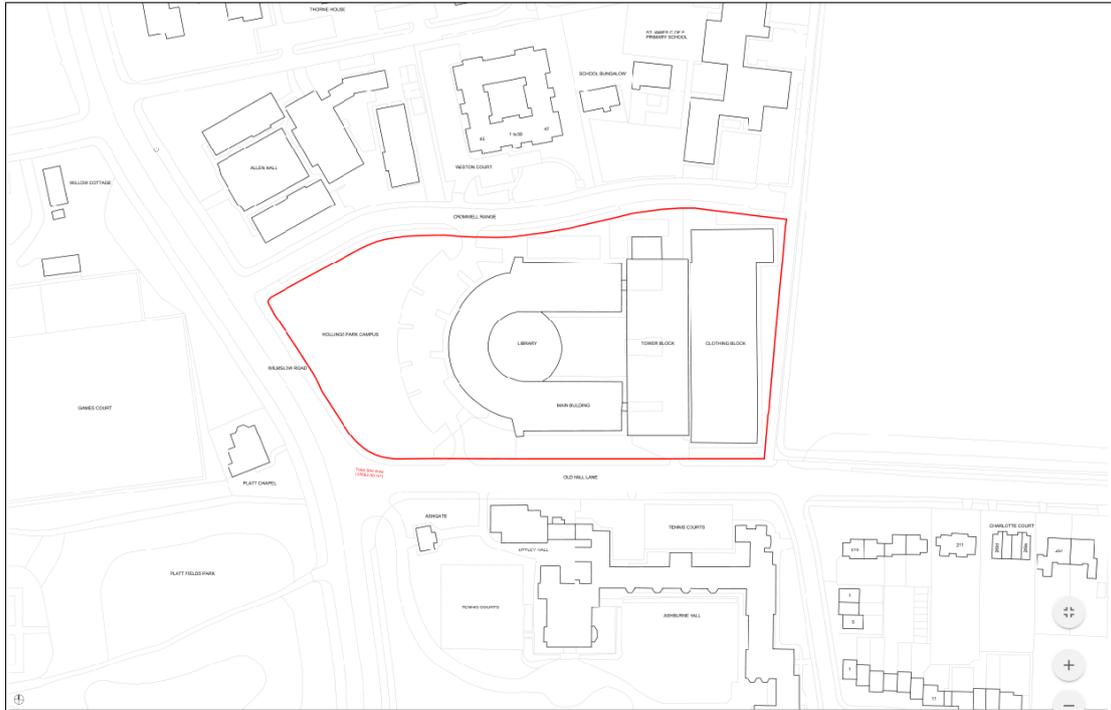
**Map 6: Site Location Plan – The Gym Sherwood, Nottingham**

<b>Site Name</b>	The Gym Sherwood
<b>Site Address</b>	684 Mansfield Road, Nottingham NG5 2GE
<b>Site Overview</b>	The site is a former supermarket located on the corner of Elmswood Gardens and Mansfield Road, within the Sherwood District Centre. The main entrance and frontage of the existing unit is not to Mansfield Road (the main shopping street) but rather side facing towards the car park to the south, with a shorter frontage with an emergency exit on Mansfield Road. There are residential properties located on Hall Street and Elmswood Gardens and above the neighbouring retail units fronting onto Mansfield Road.
<b>Reported Issues</b>	By way of email received on the 31 January 2019, Nottingham City Council confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 6.



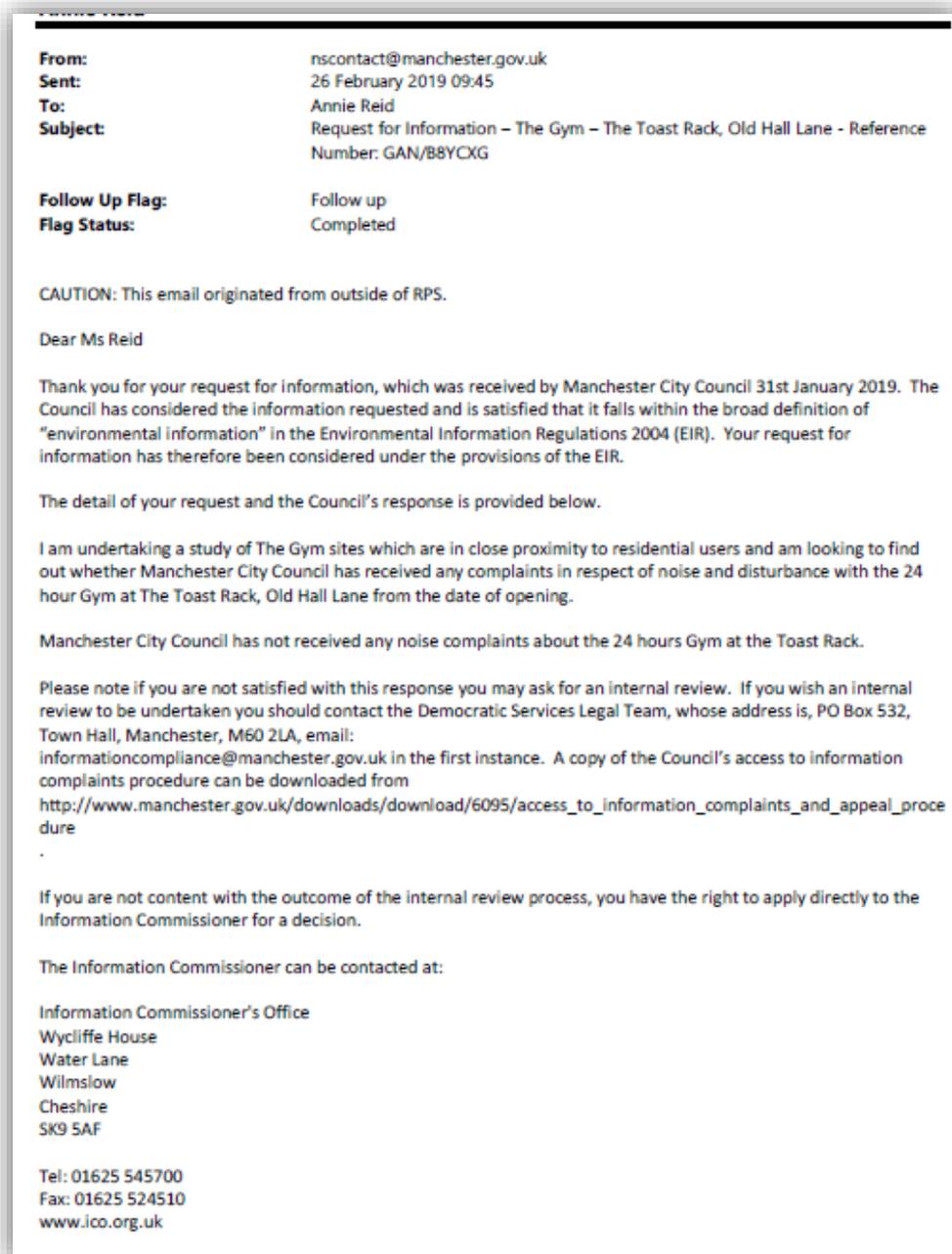
**Figure 6: Email correspondence from Nottingham City Council**

## 9 CASE STUDY – MANCHESTER FALLOWFIELD



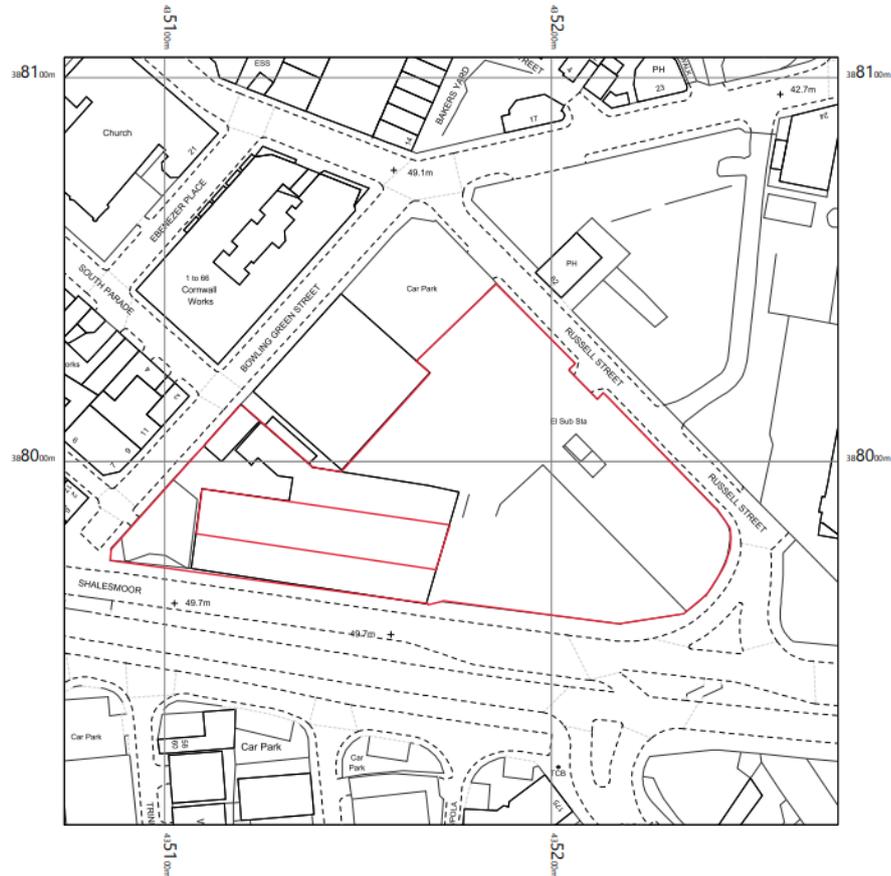
**Map 7: Site Location Plan – The Gym Manchester, Fallowfield**

<b>Site Name</b>	The Gym Manchester Fallowfield
<b>Site Address</b>	The Toast Rack, Old Hall Lane, Fallowfield, Manchester M14 6HR
<b>Site Overview</b>	The site is located on Old Hall Lane, south of Manchester City Centre It lies north of Manchester University Fallowfield Campus. The site's entrance opens on to Old Hall Lane. Residential properties are located within the neighbouring buildings, whilst student accommodation occupies the remainder of the Toast Rack development .
<b>Reported Issues</b>	By way of email received on the 26 February 2019, Manchester City Council confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 7.



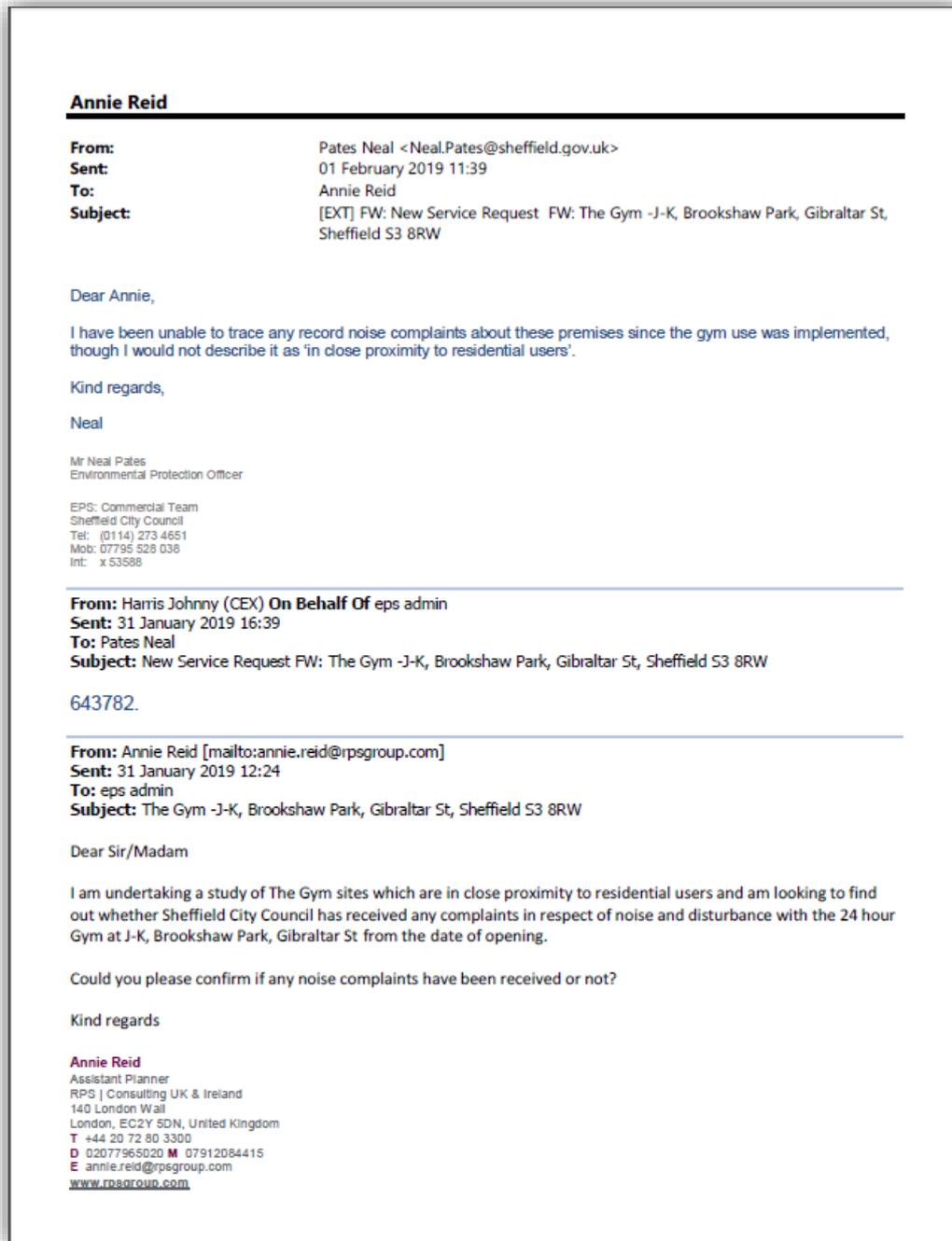
**Figure 7: Email correspondence from Manchester City Council**

## 10 CASE STUDY – SHEFFIELD



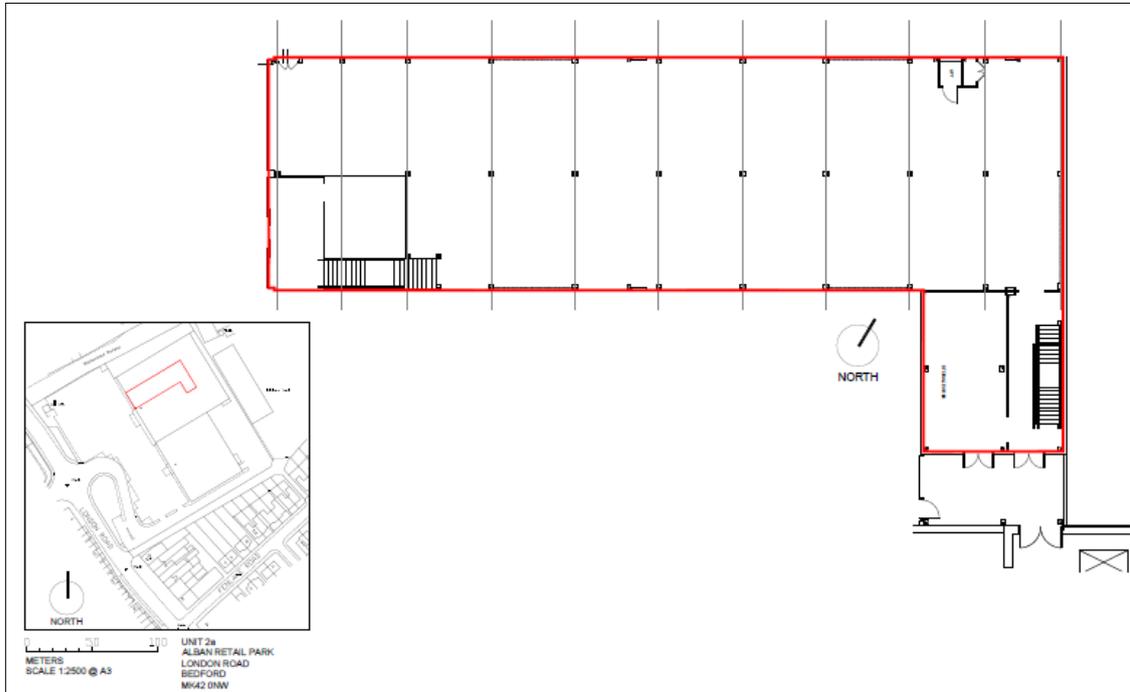
**Map 8: Site Location Plan – The Gym, Sheffield**

Site Name	The Gym Sheffield
Site Address	Units J & K, Brookshaw Park, Gibraltar Street, Sheffield S3 8RW
Site Overview	The site is set within a predominantly commercial context, with business premises to the north and south, and offices and residential flats to the north-west and west. The unit forms part of a larger site that comprises further commercial units to the north, all of which overlook a large surface car park. The site is enclosed by a solid brick wall and metal fencing, and vehicular access is gained via Russell Street to the north-east.
Reported Issues	By way of email received on the 1 February 2019, Sheffield City Council confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 8.



**Figure 8: Email correspondence from Sheffield City Council**

## 11 CASE STUDY – BEDFORD



**Map 9: Site Location Plan – The Gym, Bedford**

<b>Site Name</b>	The Gym Bedford
<b>Site Address</b>	Unit 2A, Alban Retail Park, London Road, Bedford, Bedfordshire, MK42 0NW
<b>Site Overview</b>	The site is located next to B&M Bargains on the Alban Retail Park, approximately 700 metres to the south of the Bedford Town Centre Boundary and is one of 4 large retail units in the retail park. Residential areas are situated to the south and west of the site and employment/industrial uses are to the east. St Johns Retail Park lies to the north of the site.
<b>Reported Issues</b>	By way of email received on the 21 February 2019, Bedford Borough Council confirmed that the Council had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 9.

**Annie Reid**

**From:** Andrea Bechtle <Andrea.Bechtle@bedford.gov.uk>  
**Sent:** 21 February 2019 13:45  
**To:** Annie Reid  
**Cc:** Freedom of Information  
**Subject:** [EXT] EIR 13629

Dear Annie Reid

**Request pursuant to Environmental Information Regulations Act 2004 – Request No.13629**

Thank you for your request for information about noise complaints, which we received on 30<sup>th</sup> January 2019. Your request has been considered under the Environmental Information Regulations 2004.

Please see your request and our response below:

Following your recent enquiry in relation to noise complaints that have been received in relation the 24 hour Gym, 2A London Road, Bedford. I can confirm that no noise complaints have been received in relation to the business.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder. For further information regarding Re-use of Public Sector Information please see the following link [http://www.bedford.gov.uk/council\\_and\\_democracy/data\\_protection\\_foi\\_eir.aspx](http://www.bedford.gov.uk/council_and_democracy/data_protection_foi_eir.aspx)

If you are unhappy with the way the authority has handled your request, you may ask for an internal review. Please contact Barbara Morris, Assistant Chief Executive, (Law & Governance), email: [Barbara.Morris@bedford.gov.uk](mailto:Barbara.Morris@bedford.gov.uk) who will arrange an internal review of your case. Under Regulation 11(2) this needs to be done no later than 40 working days after the date of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

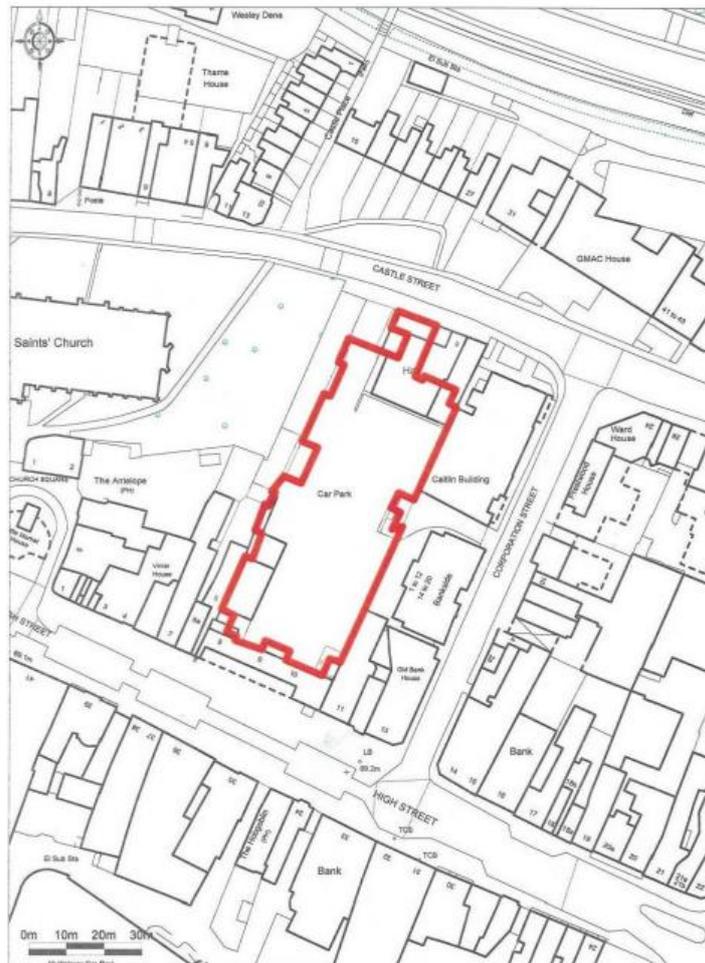
The Information Commissioner can be contacted at:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

Andrea Bechtle  
FOI & EIR Officer - Environment  
Bedford Borough Council  
Room 336, Borough Hall, Cauldwell Street, Bedford, MK429AP

**Figure 9: Email correspondence from Bedford Borough Council**

## 12 CASE STUDY – HIGH WYCOMBE



**Map 10: Site Location Plan, The Gym, High Wycombe**

<b>Site Name</b>	The Gym High Wycombe
<b>Site Address</b>	Red Lion House, Castle Street, High Wycombe, Buckinghamshire HP13 6RF
<b>Site Overview</b>	The site is located to the rear of Red Lion House with access from Oakley Hall on Castle Street, High Wycombe. The site lies in the designated High Wycombe Town Centre, High Wycombe Primary Shopping Area and Town Centre Conservation Area. The site adjoins the Red Lion Hotel to the south and residential units are located within the surrounding area of the site located along the north side of Castle Street. There are also two residential blocks fronting onto Corporation Street to the east of the site, immediately adjacent to the operation.
<b>Reported Issues</b>	By way of email received on the 4 February 2019, Wycombe District Council confirmed that they had not received any complaints in respect of the operation of the premises since opening. The email correspondence received is shown below in Figure 10.

**Annie Reid**

---

**From:** Julian Smith <Julian.Smith@wycombe.gov.uk>  
**Sent:** 04 February 2019 08:31  
**To:** Annie Reid  
**Subject:** [EXT] RE: The Gym Red Lion House, Castle St, High Wycombe HP13 6RF

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Ms Reid,

I would confirm I am not aware of any complaints about the premises to which you refer.

Regards,

**Julian Smith**

**Divisional Environmental Health Officer**  
**(Control of Pollution Team)**  
Environment Service  
Wycombe District Council  
Queen Victoria Road  
High Wycombe  
HP11 1BB

Direct Line: 01494 421702

Chartered Institute of  
Environmental Health 

**Chartered Environmental  
Health Practitioner**

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**From:** Mandy Barnett **On Behalf Of** BackOfficeEnvironmentalHealth  
**Sent:** 31 January 2019 12:38  
**To:** Julian Smith <Julian.Smith@wycombe.gov.uk>  
**Subject:** FW: The Gym Red Lion House, Castle St, High Wycombe HP13 6RF

---

**From:** Karen Ashby  
**Sent:** 31 January 2019 12:32  
**To:** BackOfficeEnvironmentalHealth <[BackOfficeEnvironmen@wycombe.gov.uk](mailto:BackOfficeEnvironmen@wycombe.gov.uk)>  
**Subject:** FW: The Gym Red Lion House, Castle St, High Wycombe HP13 6RF

---

**From:** Annie Reid [<mailto:annie.reid@rpsgroup.com>]  
**Sent:** 31 January 2019 12:30  
**To:** temp CSCEnvironmentalHealth <[CSC.Environmental.Health@wycombe.gov.uk](mailto:CSC.Environmental.Health@wycombe.gov.uk)>  
**Subject:** The Gym Red Lion House, Castle St, High Wycombe HP13 6RF

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**Figure 10: Email correspondence from Wycombe District Council**

## 13 CASE STUDY – BRISTOL CITY CENTRE

Site Name	The Gym Bristol City Centre
Site Address	Unit LS4A LS4B, Quakers Friars Cabot Circus, Bristol, Avon BS1 3BU
Site Overview	The site is located behind Quaker Friar's adjacent to Broadmead shopping centre and Cabot Circus.
Reported Issues	By way of email received on the 8 February 2019, Bristol City Council confirmed that they had not received any complaints in respect of the operation of the premises since opening. The email correspondence receive is show below in Figure 11.

---

**From:** Brianna O'Malley <Brianna.O'Malley@bristol.gov.uk>  
**Sent:** 08 February 2019 15:36  
**To:** Annie Reid  
**Subject:** [EXT] RE: The Gym Quakers Friars Cabot Circus, Unit LS4A LS4B, Bristol BS1 3BU

Hello Annie,

Thank you for your email below. Please be advised that no, we have not received complaints relating to 24 Hour Gym at Quakers Friars.

Thanks,  
Brianna

Brianna O'Malley  
Senior Neighbourhood Enforcement Officer  
Neighbourhood Enforcement Team  
Bristol City Council

07393007672

---

**From:** Annie Reid [mailto:annie.reid@rpsgroup.com]  
**Sent:** 31 January 2019 12:32  
**To:** Neighbourhood Enforcement Team  
**Subject:** FW: The Gym Quakers Friars Cabot Circus, Unit LS4A LS4B, Bristol BS1 3BU

Dear Sir/Madam

I am undertaking a study of The Gym sites which are in close proximity to residential users and am looking to find out whether Bristol City Council has received any complaints in respect of noise and disturbance with the 24 hour Gym at The Gym Quakers Friars Cabot Circus, Unit LS4A LS4B, from the date of opening.

Could you please confirm if any noise complaints have been received or not?

Kind regards

**Annie Reid**  
Assistant Planner  
RPS | Consulting UK & Ireland  
140 London Wall  
London, EC2Y 5DN, United Kingdom  
T +44 20 72 80 3300  
D 02077965020 M 07912084415  
E annie.reid@rpsgroup.com  
[www.rpsgroup.com](http://www.rpsgroup.com)

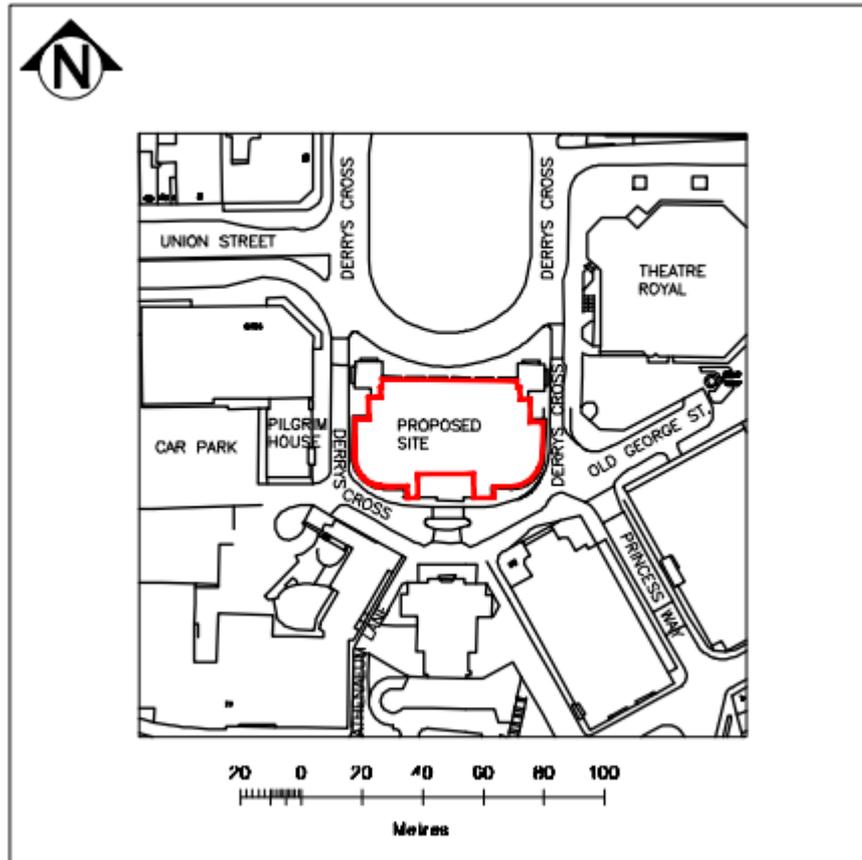


Proudly unveiling our new brand.  
Making complex easy. It's what we do.

1

**Figure 11: Email correspondence from Bristol City Council**

## 14 CASE STUDY - PLYMOUTH



**Map 12: Site Location Plan, The Gym, Plymouth**

<b>Site Name</b>	The Gym, Plymouth
<b>Site Address</b>	31 Derrys Cross, Plymouth, Devon PL1 2SW
<b>Site Overview</b>	The site is located by Plymouth Sounds and the Pavilions, opposite the Theatre Royal on Derry’s Cross. The site is located within the City Centre
<b>Reported Issues</b>	By way of email received on the 8 February 2019, Bristol City Council confirmed that they had not received any complaints in respect of the operation of the premises since opening. The email correspondence receive is show below in Figure 11.

**From:** Dew, Adam <Adam.Dew@plymouth.gov.uk>  
**Sent:** 05 February 2019 15:07  
**To:** Annie Reid  
**Subject:** [EXT] OFFICIAL:SENSITIVE: FOI Request re The Gym - 31 Derrys Cross 905826

Date 05/02/2019

Dear Annie

Thank you for your request for information dated 31 January 2019 and received on 1 February 2019 concerning noise complaints about the Gym, 31 Derrys Cross. This request is being handled under the Freedom of Information Act 2000.

This letter is a full response to that application.

The Council does hold the information that you have requested and the information is given below

We have received no noise complaints about The Gym at 31 Derrys Cross.

Please note that the information supplied can mostly be re-used in accordance with the Open Government Licence. The council should be acknowledged as the source of the information, but copyright is maintained for all photographs and third party contributions to the information supplied. For further details see <http://www.nationalarchives.gov.uk/doc/open%2Dgovernment%2Dlicence/>

*I hope that we have supplied the information that you expected to receive. If you wish to discuss this letter or the information that is supplied then please contact me.*

If you are unhappy with the way your request for information has been handled, you can request a review by writing to me stating the reason for your dissatisfaction.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113. Website: [www.ico.gov.uk](http://www.ico.gov.uk)  
There is no charge for making an appeal.

Yours sincerely

Adam Dew  
FOI Representative  
Office of the Director of Public Health  
Plymouth City Council  
Windsor House  
Tavistock Road  
Plymouth  
Devon  
PL6 5UF

01752 668000  
[info@plymouth.gov.uk](mailto:info@plymouth.gov.uk)

## 15 CONCLUSION

- 15.1 Maintaining a friendly and welcoming environment and deterring any anti-social behaviour is a priority, to both The Gym and to its members. The Gym Ltd successful operate on a 24-hour basis utilising this well tested system and have an exemplary safety record across all existing operational Gyms in the UK. This includes the operation of 24-hour premises adjacent to and in close proximity to residential properties. The established operation and management measures set ensure a safe environment without an unacceptable impact on local amenity.
- 15.2 Based on the evidence within this report The Gym have significant operational experience and the appropriate control and mitigation measures in place so as to ensure that their operational procedures have no adverse impact on local residents, businesses, visitors, or the local environment.