



Noise management policy
Gaucho, 60A Charlotte Street, London, W1T 2NU

Prepared by: Richard Vivian, Principal Consultant at Big Sky Acoustics Ltd
On behalf of: Gioma UK Ltd
Document Ref: 19070881
Date: 5th July 2019

Big Sky Acoustics document control sheet

Project title:	Noise management policy Gaucho, 60A Charlotte Street, London, W1T 2NU
Technical report number:	19070881
Submitted to:	Tatiana Mosquera Health and Safety Manager Goucho Group 7-9 Swallow Street London W1B 4DE
Submitted by:	Big Sky Acoustics Ltd 46 Frenze Road Diss IP22 4PA 020 7617 7069 info@bigskyacoustics.co.uk
Prepared by:	Richard Vivian BEng(Hons) MIET MIOA MAES MIOL Principal Acoustic Consultant

Document status and approval schedule

Revision	Description	Date	Approved
0	Approved for issue	08/07/2019	RV

DISCLAIMER

This report was completed by Big Sky Acoustics Ltd on the basis of a defined programme of work and terms and conditions agreed with the Client. The report has been prepared with all reasonable skill, care and diligence within the terms of the contract with the Client and taking into account the project objectives, the agreed scope of works, prevailing site conditions and the degree of manpower and resources allocated to the project. Big Sky Acoustics Ltd accepts no responsibility whatsoever, following the issue of the report, for any matters arising outside the agreed scope of the works. This report is issued in confidence to the Client and Big Sky Acoustics Ltd has no responsibility of whatsoever nature to third parties to whom this report or any part thereof is made known. Any such party relies upon the report at their own risk. Unless specifically assigned or transferred within the terms of the agreement, Big Sky Acoustics Ltd retains all copyright and other intellectual property rights, on and over the report and its contents.

© Big Sky Acoustics Ltd, 2019

Noise Management Policy

We operate a considerate business. There are residential properties in the area around us and we will manage all noise from our premises so that we do not disturb people resting and sleeping in their homes. In the ten years that we have operated from Charlotte Street there have been no known noise issues or incidents.

There are other restaurants and licensed premises in the area and these may create noise but there is no reason why our operation should not continue to be rigorously controlled so that any noise we or our customers make is kept to a minimum. We therefore have a comprehensive approach to managing noise from our premises.

The following points are critical to our Noise Management Policy:

- No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- Doors and windows will be kept closed except for access and egress after 21:00hrs.
- Arrangements are in place to ensure that deliveries will only take place between the hours of 08:00-20:00hrs, Monday-Saturday and not before 09:00hrs on Sunday except where access at other times is unavoidable and specific procedures are in place to limit disturbance.
- Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 20:00 - 08:00hrs.
- Refuse collections are made at the times allocated for the street. We will ensure that waste is correctly packaged so that it can be removed quickly and efficiently. We will only put refuse on the street for collection during the allocated time-bands.
- Our sound system operates at a background level only to create a relaxed atmosphere for dining. It is set so that the sound system cannot operate beyond a preset maximum level.
- There shall be no glass, drinks or open containers taken outside of the premises at any time. Signage is placed to that effect and this will be enforced with vigilant management presence.
- After 21:00 hours there shall be no more than six smokers outside the restaurant at any one time. This shall be monitored and regulated by the management. Ashtrays will be provided and the area will be regularly swept of any cigarette debris.
- We are proud of the area we work in. We will endeavour to keep the area clean and attractive for our customers and our neighbours. This means dealing with other

debris outside that has nothing to do with us but in the interests of making this a better area we will still clear it up.

- A notice is displayed by the exit requesting customers to respect the needs of local residents and leave the area quietly.
- Given the nature of restaurant dining there will be a gradual departure of customers throughout the evening rather than a large number of people leaving at the end of the evening.
- At the end of the shift employees will say goodbye to each other inside the premises and arrange for lifts or taxis to collect them at a convenient and safe stopping point away from residential properties.
- We will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running our restaurants. Particular emphasis will be placed on building and maintaining close links with local residents including hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.
- The telephone number of the restaurant is published on our website and will be provided to all our immediate residential neighbours along with a contact name for senior management.
- We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.

Goucho Charlotte Street, July 2019