

Grow Walkies Limited

**Land at Chipping Hall Farm, Chipping Hall, Chipping,
Buntingford, Herts, SG9 0PH**

Noise Management Plan

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1.0 INTRODUCTION

1.1 The Noise Management Plan outlines the methods by which Grow Walkies Ltd will systemically assess and minimise the potential impacts of noise generated at the Grow Walkies Ltd site. The Noise Management Plan is a working document with the specific aim of ensuring that:

- Noise impact is considered as part of routine inspections;
- Noise is primarily controlled at source by good operational practices including management control measures; and
- All appropriate measures are taken to prevent or, where that is not reasonably practicable, to reduce noise emissions from the site.

1.2 This Noise Management Plan addresses the impact of noise and the 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.

2.0 SITE DETAILS

2.1 This Noise Management Plan relates to the Grow Walkies Ltd dog walking field located at Land at Chipping Hall Farm, Chipping Hall, Chipping, Buntingford, Herts, SG9 0PH.

2.2 The site consists of a short area of access track, fenced and gated parking area and a fenced dog walking field with field shelter, dog play equipment and bins.

2.3 The existing planning condition attached to the planning permission limits the hours of operation to 09:00hrs to 16:00hrs Monday to Friday only.

2.4 A variation to the planning condition has been sought to increase the hours of operation to 07:00hrs and 21:00hrs Monday to Friday and between 08:00hrs and 18:00hrs on Saturdays, Sundays, Bank or Public Holidays.

2.5 Condition 4 of the planning permission allows no more than 10 dogs on site at any one time during the hours of operation.

2.6 Location Plan

Location Plan



2.7 The site bins are emptied every other week and the ground maintenance team come in on an ad

hoc basis to cut the grass and check the fencing.

3.0 NOISE SOURCES, RELEASES AND IMPACTS

3.1 Sources

3.2 The main noise contribution from the site will be from the car parking area at changeover times involving car noise, doors/gates opening and closing, voices and potentially barking dogs.

3.3 Noise sources within the dog walking field could be from dogs barking, owners practicing recall, talking, shouting and the use of dog whistles.

3.4 Contractors emptying bins within the parking area and dog walking field involving vehicle noise, vehicle doors/gates opening, and closing, bins banging and voices.

3.5 Contractors carrying out maintenance of fencing and the cutting of grass involving using machinery, power tools, doors/gates opening and closing and voices.

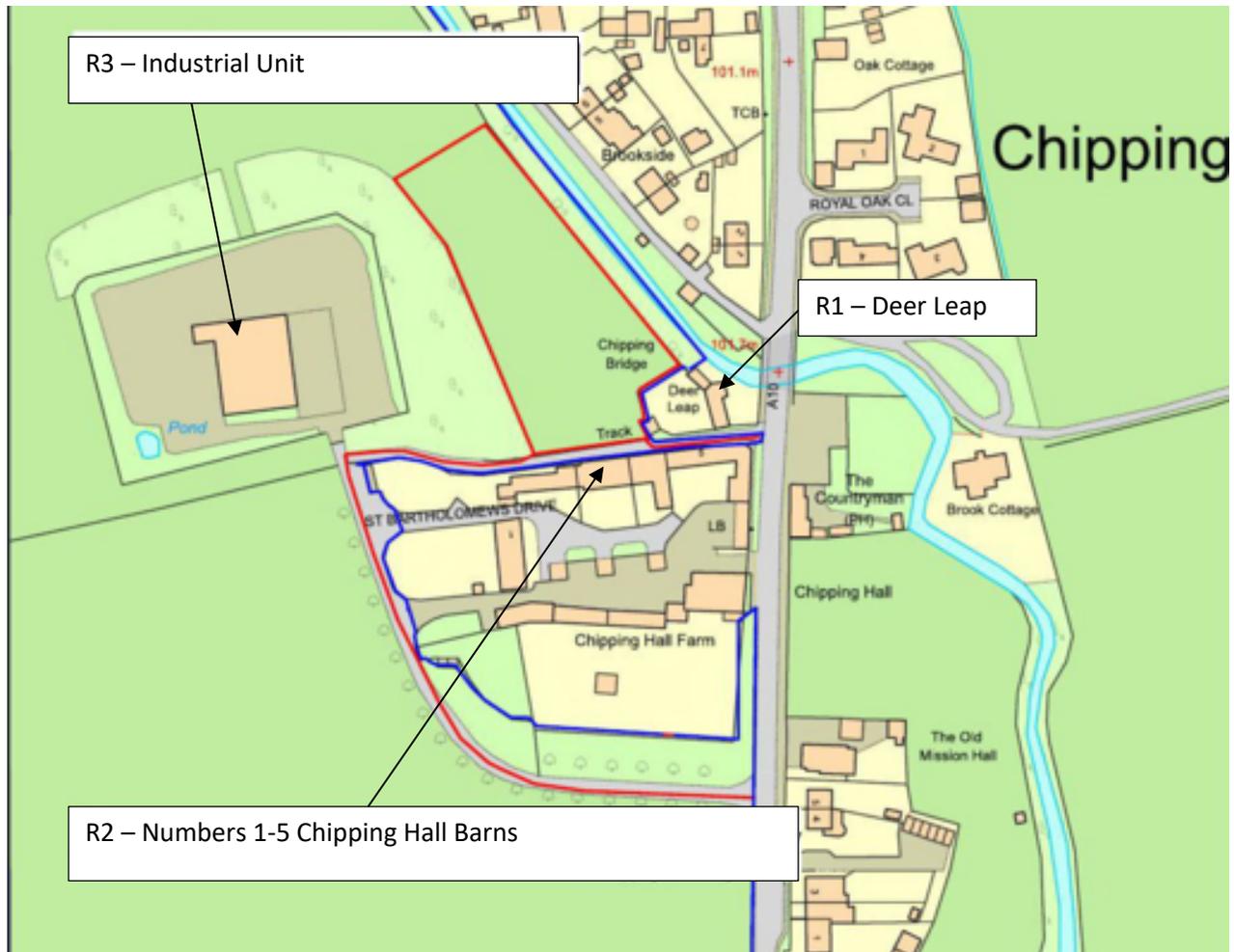
3.6 Vehicle noise from customers and contractors' vehicles entering and exiting the site.

3.7 Receptors

3.8 Below is a list of potential noise receptors and a diagram showing the locations of the receptors in relation to the site.

Reference	Receptor	Location	Approx. distance to parking area	Approx. distance to field
R1	Deer Leap Cottage	Southeast of site	35m	20m
R2	Chipping Hall Barns	South of site behind high wall	10m	15m
R3	Industrial Unit	West of site	100m	65m

3.9 Receptor locations are shown below:



3.10 Neighbours

3.11 Neighbouring residential properties are likely to be the most sensitive receptors to noise from the site.

3.12 Due to the distance and the industrial nature of receptor R3, it is unlikely that personnel working at the industrial unit would be affected.

3.13 Good relationships with neighbouring landowners and businesses are essential to anticipate potential problems and avoid them, where possible, to avoid any cause for complaint. The

Operator shall ensure that:

- All neighbours know how to contact the site if they consider noise to be a problem.
- Any complaints are recorded and that problems, where possible, are dealt with promptly.

3.14 The receptors listed above will be considered within the noise management plan for the site.

4.0 SITE MANAGEMENT RESPONSIBILITY

4.1 Management at Grow Walkies Ltd will have responsibility for ensuring that nuisances arising from noise at the site are minimised and that the measures outlined in the management plan are implemented.

5.0 NOISE MITIGATION

5.1 As part of the site layout design, the following general noise control measures have been identified to mitigate the site causing nuisance and to manage the potential for noise impact in a proactive manner.

5.2 Table 5.2 Noise Mitigation Measures

Potential Noise Source	Mitigation
Parking Area and gates	<p>The parking area has been located off the access track at the furthest possible point away from Deer Leap. Chipping Hall Barns are potentially closer but have a high wall segregating them from the parking and the associated outdoor space is on the opposite side of the property.</p> <p>Ensure hinges on gates are maintained to reduce noise and ask visitors to not slam them closed.</p> <p>Signs in parking area asking visitors to keep noise to a minimum.</p>

Dog Bins and general waste bins	<p>Dog bins are located near the parking area and exit from the dog walking field away from the closest residential property.</p> <p>The bins are made from plastic to reduce the noise from the opening and closing of the lids and to reduce the noise when they are being emptied by the contractors.</p>
Vehicles	<p>Current site opening 09:00-16:00 Mondays to Fridays with no customer movements at weekends and limited contractor movements out of operational hours.</p> <p>Proposed hours to be 07:00hrs and 21:00hrs Monday to Friday and between 08:00hrs and 18:00hrs on Saturdays, Sundays, Bank or Public Holidays.</p> <p>No slamming of car doors.</p> <p>Stereos/Radios off when on site.</p> <p>Max speed 10mph on access track and car park.</p> <p>Engines off when stationary.</p> <p>No use of horns</p>
Dogs and Owners	<p>Make owners aware of the proximity to residential properties and post signs in parking area and near field access gate to ask them to keep noise to a minimum.</p> <p>Owners to agree to Field Rules at the time of booking.</p> <p>No excessive shouting allowed.</p> <p>No excessive use of whistles and no voice amplifying equipment allowed.</p> <p>Owners to avoid over-exciting their dogs to reduce barking.</p>
Contractors	<p>All equipment to be regularly maintained to ensure that no item will produce excessive noise.</p> <p>No shouting when on site.</p> <p>Avoid slamming of doors.</p>

	<p>Stereos/Radios off.</p> <p>Minimise speeds on access track and when in the dog field.</p> <p>Engines off when stationary.</p> <p>Restrict use of horns</p>
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6.0 NOISE MONITORING

6.1 The site is in an area influenced by road noise from the A10.

6.2 No routine noise monitoring is currently planned for the site.

7.0 RECEIPT OF COMPLAINTS

7.1 **Response to identification of elevated noise levels.**

- Elevated levels of noise may be identified either by customers, site contractors or by receipt of a noise complaint by a third party.

7.2 This section details the contingency measures in place to identify the source of elevated noise levels, bring noise levels back under control and minimise their impact.

7.3 **Receipt of complaints.**

7.4 Members of the public can contact the operators of the facility by the following means:

- By telephone to the Site Operators on 01992 911 333
- By using the Contact Us form on the Operators' website www.grow-walkies.com

7.5 These methods of contacting the operator will be displayed at the site, shown on the company website and communicated through press releases, social media, bulletins and other forms of advertisement in connection with the operation of the facility.

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

7.7 Once a noise complaint has been received and the details collected, the complaint will be processed in the manner outlined in the section below.

8.0 COMPLAINTS PROCEDURE

8.1 Complaint registration.

8.2 The operator will maintain a record of all complaints received. If the operator receives a complaint alleging potential noise nuisance from the Buntingford site:

- The complaint will be fed into the registration system and
- The complaint data will be recorded in a systematic way enabling comparisons with wind direction and site activities on a dedicated form included in Appendix 1.

8.3 Complaints will be recorded on the form shown in Appendix 1. Complaints will be reviewed on at least a bi-monthly basis by the operator to ensure that progress towards resolution of identified preventative and corrective measures are being made.

8.4 Collecting complaint details.

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

- The time and date when the offensive noise was observed.
- The location where the noise was observed.
- The complainant's description of the noise including intensity, character, frequency and duration.
- The identity of the complainant.
- The residential address and contact details of the complainant.

- Any other information the complainant can offer on activities at the alleged noise source.

8.6 It is also necessary to collect the following additional information to allow subsequent analysis and collation of complaints:

- Weather and wind direction at the time of the complaint;
- Activities on site at the time of the complaint.
- Any other off-site activities at the time of the complaint.

8.7 **Investigating of Noise Complaints.**

8.8 This response procedure sets out what investigative action will be taken in response to a complaint. The aim of the investigative action will be to establish:

- The source of the noise complaint
- The impact of the noise

8.9 This then enables the appropriate noise controls to be applied if the impact is significant and the source is confirmed as being from the Grow Walkies Ltd site.

8.10 The investigation will start with an initial screening of the complaint. If the screening process fails to confirm the noise incident, then the investigation will stop at this point.

8.11 The object of the initial screening is to screen out those noise complaints that are unlikely to be due to activities on the Grow Walkies Ltd site, perhaps because they result from some other activities in the area.

8.12 The initial screening will consider the following:

- Potential noise sources on the site at the time the complaint was reported.
- Wind direction and weather conditions at the time of the noise event.

- Distance and location of the complainant in relation to the site.

8.13 If the initial screening concludes that the Grow Walkies site is the source of the noise complaint, then further investigation will be necessary.

8.14 The operator may use noise monitoring to provide supporting data and additional information.

8.15 The operator may be able to obtain more detailed information from booking records or contractor activity at the time of the complaint to further isolate the potential cause of the noise. This would allow noise trends to be identified as coming from a particular source.

9.0 COMMUNICATION WITH COMPLAINANT

9.1 In the case of answer phone messages and complaints submitted by email, contact form or letter, an acknowledgement and initial response will be given by telephone or by email within two working days, provided that telephone or email contact details have been provided by the complainant.

9.2 Where complaints cannot be resolved on initial contact and further investigations are required, an email response will be made within 10 working days of submission of the complaint if contact details are provided.

9.3 The primary reasons for further investigations of complaints are to assess potential nuisance and identify the likely cause and source of the noise so that nuisance can be reduced or stopped.

9.4 In the case of further investigations, the operator will communicate to the complainant the course of actions likely to be taken to ensure transparency and to establish the goals for determining the success of any control measures that are put in place.

10.0 NOISE MANAGEMENT PLAN

10.1 The layout and design of the site, as shown in Table 5.2 has been implemented to minimise noise levels on the site.

10.2 Hours of Opening

10.3 The hours of opening are the first method of noise mitigation to avoid sensitive sleep time and to

protect the amenity of neighbouring properties.

10.4 Grow Walkies have reduced their normal working hours on this site to:

- Monday to Friday 07:00hrs and 21:00hrs
- Saturdays, Sundays, Bank or Public Holidays 08:00hrs and 18:00hrs

10.5 Grow Walkies Ltd have designated the Buntingford site as one of their “Quiet Sites” and is advertised as such on their website.

10.6 “Quiet Sites” are the sites within close proximity to residential properties and owners with loud dogs are asked to book other sites that are in more rural locations.

10.7 **Site Rules**

10.8 Access to the field is via an online booking system only.

10.9 The online booking system allows individuals that book to use the site to be identified and the time and date of their booking to be recorded.

10.10 When booking online, customers will be required to tick a box to confirm that they agree to abide by the Site Rules which will be posted on the Grow Walkies website. Bookings will only be confirmed to customers that agree to abide by the rules.

10.11 The Site Rules are included in Appendix 2.

10.12 **Contact Details**

10.13 Contact details are posted on the Grow Walkies website and on a sign within the car parking area on site. This will allow any issue to be reported including noise complaints.

10.14 **Noise Complaints Procedure**

10.15 The implementation of the procedures and mitigation measures detailed in this report will ensure the amenity of the locality is maintained and noise levels are kept to a minimum.

10.16 If the noise nuisance is found to be coming from the dog walking site, the user(s) of the site at the

time of the complaint will be identified from the booking system.

- 10.17 The Site Manager will contact the site user to determine the circumstances surrounding the event.
- 10.18 Contact will be made initially by telephone and followed up with an email detailing the date of the complaint and including a copy of the Site Rules they agreed to abide by at the time of booking.
- 10.19 If this is a first instance of nuisance behaviour a warning will be issued to inform them that a complaint has been received and to inform them that they must abide by the Site Rules.
- 10.20 If a second complaint is received a warning will be issued that an incidence of a third offence will result in them being prohibited from using any of the Grow Walkies Ltd “quiet sites” again.
- 10.21 Persistent offenders will eventually be banned from all Grow Walkies sites if they fail to abide by the Site Rules.
- 10.22 All noise complaints will be recorded alongside the details of the occupant of the field at that time on the Noise Complaint Form included in Appendix 1. This will also help to identify where additional measures can be implemented or procedures altered where necessary.

APPENDIX 1 - GROW WALKIES LTD NOISE COMPLAINT REPORT FORM**REPORT NUMBER..... DATE REPORTED.....**

Name and address of caller	
Telephone Number	
Site where noise is reported.	
Date/time and duration of noise	
Description of noise	
Weather conditions	
Wind strength/direction	
Any prior complaints relating to this noise	
Other relevant information	
Potential sources of noise	
Operation at time of noise	
Follow up action taken and by whom	

APPENDIX 2 – GROW WALKIES LTD – SITE RULES

Terms and Conditions – by booking to use one of our fields you are agreeing to abide by our Site Rules. We want you and your dog to have a great time but it's also important that we are all considerate and respectful to the neighbouring properties. With that in mind we ask that you take the time to read and follow our rules to ensure a safe and enjoyable time for you and your dogs and to ensure that our neighbours are not disturbed.

- 1. Arrival** – Please keep to 10mph along the access track to the parking area. This ensures safety for all our users and their dogs should there be an escapee.
- 2. Timings** – Do not arrive any earlier than 5 minutes before your session is due to start and ensure that you leave the field on time.
- 3. Parking Etiquette** – Park your vehicle considerately and do not obstruct any gates. Please close all gates behind you, even if they are open when you arrive. Responsible parking ensures a smooth flow of traffic and allows everyone to access the facility conveniently. Once stationary, please turn off your engine and your car radio.
- 4. A Peaceful Entry** – When arriving at the dog field, keep your dogs under control and wait in your car until there are no other dogs around. This allows for a peaceful entry and minimises potential conflicts among the dogs.
- 5. Field Etiquette** – Please pick up after your dogs and put all waste in the bins provided. There is water supplied to keep your dogs hydrated, but please bring your own bowls in case ours are missing. Only dogs are allowed on the climbing equipment. No excessive shouting, no excessive use of whistles and no voice amplification equipment is permitted. While dogs may naturally make noise during play, please be considerate of our neighbours and do not encourage excessive barking or excitement. Whilst we love to see all your photographs, when posting online, please do not post any which include property or people that you do not have the permission to do so. Please supervise your dogs at all times and prevent them from digging or damaging the fencing or equipment.
- 6. Quiet Sites** – These are our sites that are in close proximity to residential properties. If your dog is noisy and vocal, or if you are working on corrective behaviour we ask that you choose one of our

other sites in more rural locations.

- 7. Vaccinations and Identification** – Please ensure that your dog’s vaccinations and wormers are up to date and that they are wearing a collar with an ID tag to enable a quick reunion should separation occur.
- 8. Thank you** – For taking the time to read our rules and for agreeing to abide by them. We hope that you have an enjoyable visit. It’s important to us that we are good neighbours, so we are very grateful with your help in making this happen.