

**From:** Richard Taylor  
**Sent:** 20 June 2023 11:05  
**To:** Yvonne Raine <  
**Subject:** [EXTERNAL]:Hardwick Hotel/Hardwick Live GTE:00095000002350

Good morning Yvonne

Please find the following updated documents attached:

- Hardwick Live NMP
- Hardwick Hall NMP

All changes recommended by Mark Anslow have been included.

For the avoidance of doubt, the Hardwick Hotel NMP states that 9 event days are permitted subject to a noise limit observing background level + 15dB. All other events (excluding Hardwick Live) shall be inaudible within resident's premises.

I apologise for sending these so late in the day. These were received in the last hour whilst I was in a hearing.

Please could these amended versions be circulated to the members and those who have lodged representations.

Kind regards

Richard

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HARDWICK HALL HOTEL  
NOISE MANAGEMENT PLAN

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# HARDWICK HALL HOTEL

## NOISE MANAGEMENT PLAN

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### QUALITY MANAGEMENT

Document Ref: 201/NMP/V04/2023  
Prepared for: Hardwick Hall Hotel

Revision	Prepared by	Issue Date
01 – First Issue	M Butler MIOA	07/06/2021
02 – Amendments	M Butler MIOA	30/03/2023
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## Contents

1. Introduction .....	1
2. Purpose .....	1
3. Events and Responsibilities.....	2
4. Noise Control Procedure.....	5
5. Complaint Management .....	6
6. Complaint Handling Procedure.....	6
Figure 1: Noise Limits - Background + 15dB .....	8
Appendix A: Noise Assessment Baselines (2021) .....	9
Appendix B: Noise Monitoring Record - Noise Limit Background +15dB .....	10
Appendix C: Complaint Log Book.....	11

## **1. Introduction**

- 1.1.1 Blue Sky Acoustics Ltd has been commissioned by Hardwick Hall hotel to prepare a Noise Management Plan (NMP) in order that on-site staff can appropriately control and manage the impact of music noise associated with licensable activities upon nearby residential dwellings.
- 1.1.2 This NMP is compiled with due consideration of the noise council's Code of Practice on Environmental Noise Control at Concerts, 1999, also known as the POP Code.
- 1.1.3 The control measures detailed in this NMP are based on the findings of a noise assessment undertaken in 2021 to establish appropriate background noise levels, noise limits and the demonstration of compliance with such limits through measurement. Pertinent chapters from the noise assessment which support this NMP are provided in the Appendix.
- 1.1.4 The Appendix also details a Figure of fixed noise monitoring locations, noise monitoring record templates and a complaint logbook for use by the hotel.
- 1.1.5 The annual music festival Hardwick Live is beyond the scope of this NMP; the noise management for which is outsourced and a dedicated NMP is applicable.

## **2. Purpose**

- 2.1.1 The purpose of the NMP is to identify noise management strategies that will be implemented in order to control and minimise the noise disturbance from licensable activities upon neighbouring residents.
- 2.1.2 The NMP is a working document which is intended to be regularly reviewed and amended where appropriate as measures to control noise are identified, either through complaint or observation.
- 2.1.3 In summary the NMP aims to actively minimise noise disturbance through the following process:
  - Identifying events with the potential to cause noise disturbance to residential neighbours;
  - Documenting the processes by which the events will be controlled and associated noise limited where reasonably practicable;
  - Defining a noise management system whereby complaints or observations can be logged and addressed; and
  - Promoting ongoing awareness and improvement among personnel with regards to noise impact and continued consideration as part of both routine observations and feedback from the local authority.

### 3. Events and Responsibilities

#### 3.1 Noise Limits

- 3.1.1 Noise management measures within this NMP relate to the control of noise from all outdoor stage events, with the exception of Hardwick Live which is subject to a separate, dedicated NMP.
- 3.1.2 Outdoor events are subject to noise limits and are limited by number each calendar year as follows:
- 9 outdoor event days per year – the applicable noise limit is the background noise level plus 15 dB
- 3.1.3 The noise limits are detailed graphically on *Figure 1: Noise Limits Background +15 dB* in the Appendix of this report. Excerpts from a noise assessment undertaken in 2021 to establish the noise limits are detailed in Appendix A: *Noise Assessment Baselines 2021*.
- 3.1.4 In addition, no music noise arising from the site shall be audible within any noise sensitive receptors, with windows open, other than the 9 outdoor music event days between the hours of 09:00 and 23:00.
- 3.1.5 A template Noise Survey Record sheet for observing compliance with limits around the site is also included in Appendix B.

#### 3.2 Noise Monitoring

- 3.2.1 Noise monitoring will be undertaken by specially trained hotel staff for all events. However, when it is expected that music is the principal feature of any event and will be clearly audible at noise sensitive receptors for continuous periods in excess of 1 hour, the following support will be required on site to oversee noise management:
- A professional noise consultant; or
  - A competent staff member with accredited IOA qualification such as a Certificate of Competence in Environmental Noise Measurement.

#### 3.3 Publication of Events

- 3.3.1 At least 28 days prior to any scheduled Music Event, the date and performance times shall be published via the Hotel Website, in order to inform and forewarn residents, in the example format:
- “Outdoor Event scheduled on [date], between the hours of [time], which includes music”.

#### 3.4 Roles and Responsibilities – Duty Holders

- 3.4.1 A key aspect to successful events is the identification of key ‘Duty Holders’; specifically, their roles and responsibilities. All event staff members and subcontractors involved in the production and control of noise are responsible for being clearly aware of both their own specific roles and responsibilities and those of others. Clarity between Duty Holders is essential to ensure issues are addressed effectively and in a timely manner.

#### 3.5 Responsible Person

- 3.5.1 A member of staff shall be nominated as the 'Responsible Person' for each event and will be accountable for the management and control of noise. Other staff members/subcontractors shall be made aware of who the designated Responsible Person is. Should complaints be received by other members of staff, the Responsible Person shall be made aware immediately.
- 3.5.2 The duties of the Responsible Person are as follows:
- Overall responsibility for the control and management of noise emissions during the event;
  - Identification of applicable noise limits and measurements of noise levels around the site;
  - Main point of contact for residents and the council regarding receipt, investigation and management of noise complaints;
  - Communication with other Duty Holders including in-house Sound Engineer and DJ;

- Must be on-site and contactable throughout the duration of the event;
- A designated phone must be carried with an active vibrate function;
- Maintaining and completing the Logbook (see Section 5);
- Ensuring that all personnel and subcontractors/event staff are aware of the sensitivity of neighbours to noise and that the control measures detailed in this NMP are adhered to.

### **3.6 In-house Sound Engineer**

- 3.6.1 The in-house Sound Engineer will be responsible for the overall control of noise emanating from the speaker systems for the duration of stage events and will be the point of contact should noise levels need to be reduced. Prior to the opening of the event, the Sound Engineer will help the Responsible Person to establish the FOH noise limit; ensuring that an appropriate amount of time is scheduled for a propagation test prior to any music performances commencing. Where guest engineers are on-site, the in-house Sound Engineer will have overall control and responsibility to adjust the master level to regulate compliance with the FOH limit.

### **3.7 In-house DJ**

- 3.7.1 The in-house DJ will be responsible for the control of noise emanating from the PA system during Wedding Marquee events and will be the point of contact should noise levels need to be reduced. Prior to the start of weddings discos, the DJ will help the Responsible Person to establish an appropriate noise limit at the reference DJ position; ensuring that an appropriate amount of time is scheduled for a test prior to the event starting.

### **3.8 Noise Management Actions**

- 3.8.1 The Noise Management Actions required to control the impact of noise from licensable events are detailed in Table 1 overleaf.

**Table 1: Noise Management Actions**

Item	Actions to be taken
<b>Before All Events</b>	<ul style="list-style-type: none"> <li>• The date and time of scheduled events shall be published at least 28 days prior to commencement via the Hotel Website in order to inform residents;</li> <li>• The noise limits for the event shall be clearly established and communicated;</li> <li>• A member of staff shall be nominated the 'Responsible Person' to manage measurements, control strategies and complaints;</li> <li>• A Noise Survey Record sheet with noise limits should be printed ready for use;</li> <li>• Batteries for the Class 2 noise meter shall be charged/new and the meter calibrated before use.</li> </ul>
<b>Live Stage Events or Corporate Marquee Events</b>	<p><b>Before Event</b></p> <ul style="list-style-type: none"> <li>• The PA system shall be tested to set front-of-house (FOH) limits following the procedure in Section 4.1, using the Class 2 noise meter measuring Leq (A-weighted).</li> <li>• Guest and in-house sound engineers shall be made fully aware of the established FOH limit and importance of compliance.</li> </ul> <p><b>During Event</b></p> <ul style="list-style-type: none"> <li>• The FOH noise level should be monitored throughout the event against the FOH limit as the first point of noise control;</li> <li>• Measurements shall be taken regularly at the noise monitoring locations detailed in Figure 1 starting at Brakes Farm, measuring the Leq (A-weighted) for 5 to 15 minutes;</li> <li>• Where the music noise level is above the noise limit, the Noise Control Procedure detailed in Section 4 shall be followed to reduce levels;</li> <li>• Bass frequencies shall be specifically assessed on a subjective basis – where considered excessive at monitoring locations they should be reduced regardless of limit compliance;</li> <li>• Where guest sound engineers are at FOH, in-house engineers shall have control over master volume and regulate FOH levels to the established limits;</li> <li>• Music noise shall not be audible at noise monitoring locations after 23:00.</li> </ul>
<b>Marquee Weddings</b>	<p><b>Before Event</b></p> <ul style="list-style-type: none"> <li>• The PA system should be tested at the intended "show level" and subjective assessment for inaudibility taken at the noise monitoring locations detailed in Figure 1 starting at Greenknowles, to establish the appropriate limit at the reference DJ position;</li> <li>• The in-house DJ shall be made fully aware of the limit and importance of compliance.</li> </ul> <p><b>During Event</b></p> <ul style="list-style-type: none"> <li>• PA system levels established during the test should not be increased throughout the event;</li> <li>• Noise measurements should be regularly taken at the DJ position and a subjective assessment at least once in the later evening at the nearest properties for inaudibility.</li> </ul> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• In instances where a wedding event is apportioned one of the nine permissible event days with established noise limits, the Noise Control Strategy detailed above for <i>Live Stage Events or Corporate Marquee Events</i> shall be applied.</li> </ul>



## **4. Noise Control Procedure**

### **4.1 Before the Event – FOH Limit**

- 4.1.1 A sound propagation test shall be undertaken before the start of the event using recorded music at the intended “show level”, in order to quantify the maximum noise level at the FOH position relative to achieving compliance with the noise limits at the monitoring locations. In the first instance, the noise limit should be checked at the monitoring location which is most in-line with the stage direction as this is likely to represent a worst case. The corresponding noise level at the FOH will represent the FOH noise limit throughout the event.
- 4.1.2 All Sound Engineers, both in-house and guest, will be made fully aware of the FOH noise limit and some headroom shall be included in the FOH level to help avoid a breach of the noise limits at nearby receptors.
- 4.1.3 A short meeting will be scheduled to occur prior to the start of the event between all Duty Holders in order to review the responsibilities, monitoring process, complaints procedure, methods of communication and noise control strategy. Any queries or uncertainties with the process will be raised and clarified at this time.

### **4.2 During the Event**

- 4.2.1 The Responsible Person will monitor off-site music Leq (A-weighted) noise levels using the hotel’s Class 2 noise meter at the noise monitoring locations detailed on Figure 1. A Noise Monitoring Record sheet shall be completed for each measurement.
- 4.2.2 Should the measured noise levels exceed the noise limits, the following noise control strategy will be implemented:
- Following the conclusion of a 15-minute measurement whereby an exceedance has been recorded, the Sound Engineer will be immediately informed;
  - The level of exceedance and the advised reduction will be communicated and the levels immediately reduced by the Sound Engineer;
  - A consecutive 15-minute measurement will be undertaken in the location of the measured exceedance to confirm compliance with the noise limit;
  - The process will be repeated at the monitoring location until compliance is achieved.

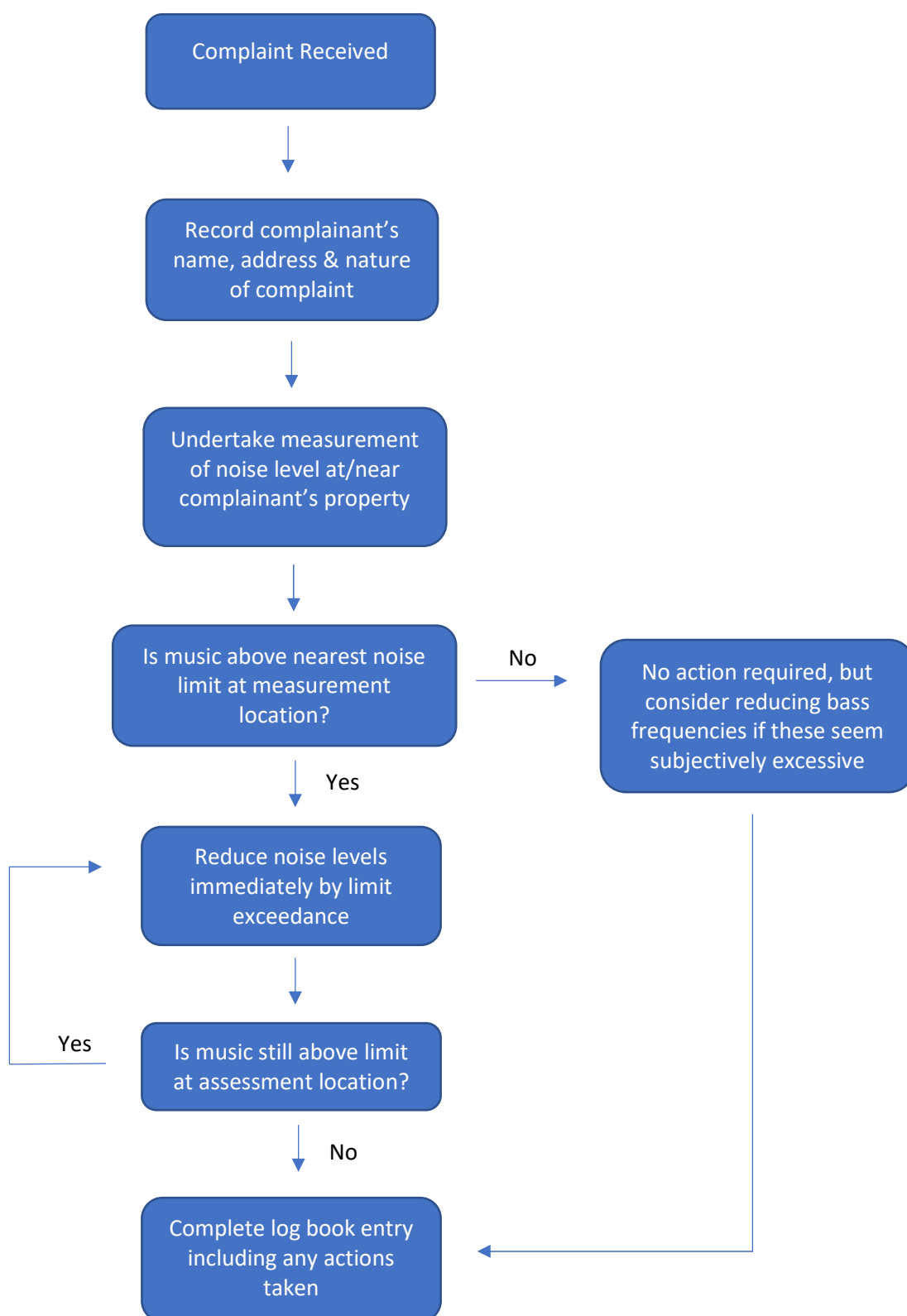
## 5. Complaint Management

### 5.1 Logbook

- 5.1.1 A Logbook shall be maintained for documenting all information, issues and actions relating to noise. A template is provided in Appendix C.
- 5.1.2 This will be maintained to record all complaints and queries received from third parties including Durham County Council, in addition to any noise issues observed by management or staff.
- 5.1.3 As a minimum, the following details will be recorded within the Logbook within 24-hours of the issue being highlighted by the designated Responsible Person:
- A record of the specific noise issue and the time and date of the issue being raised;
  - Whether the issue was a result of complaint or staff observation and any actions taken to resolve the issue; and
  - In the event that the issue was identified via complaint, details of the complainant's name, address and contact details shall be taken and recorded, where given freely.
- 5.1.4 Noise control measures detailed in the NMP and any entries into the Logbook shall be reviewed on a regular basis. Upon review, any additional control measures identified will be added to the NMP; appropriate communication clearly detailing the issue and the associated control measures shall also be sent to relevant staff or subcontractors.

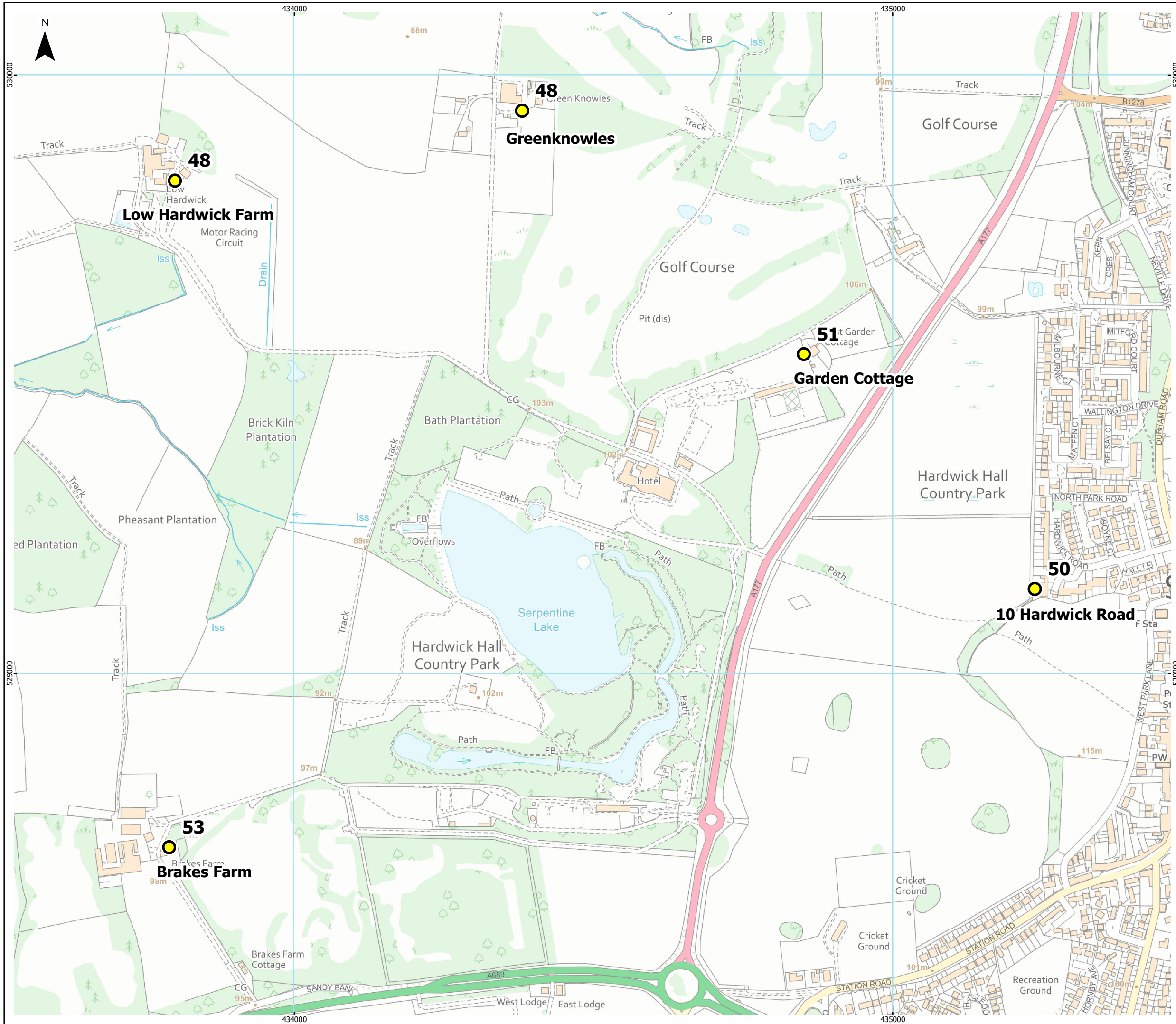
## 6. Complaint Handling Procedure

- 6.1.1 Upon receipt of a complaint or observation, the Responsible Person will ensure that:
- The complaint or observation is investigated immediately or at the earliest available opportunity to identify the validity and cause;
  - The noise level at the complainant location shall be measured from an appropriate location, ideally at or near to the complainant's property, and compared to the noise limit at the nearest location.
  - An additional subjective evaluation shall consider whether the level of bass is excessive; whether the level could be considered annoying and therefore if the complaint is valid and requires action;
  - Where a measurement concludes that the level of noise is above the noise limit or excessive, the level of live or recorded music shall be reduced immediately;
  - If investigation through measurement or subjective assessment indicates that the complaint or observation is not valid or unreasonable, this shall be recorded in the Logbook and no further action taken;
  - In the event that the issue was identified via complaint, details of the investigation, actions taken to resolve the issue (where applicable) and any subsequent correspondence with the complainant shall be documented in the Logbook;
  - Details of complaints received shall be communicated to appropriate Duty Holders and disseminated to relevant staff or subcontractors to raise awareness of the issue(s).
- 6.1.2 Where issues are identified or complaints received from residents, the cause shall be investigated and steps taken to prevent further occurrences. Any identified concerns and actions taken to resolve these concerns will be added to the Logbook and mitigation measures included in the NMP where applicable. For clarity, Flow Chart 1 overleaf summarises the complaint handling procedure.

**Flow Chart 1: Complaint Handling Procedure**

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**Figure 1: Noise Limits - Background + 15dB**



**Key:**

● Noise Limits

1:6,000 Scale @ A3

0 200 Meters

**Hardwick Hall NMP**  
**Noise Limits**  
**Background + 15 dB**

**Figure 1**

Mar 2023  
201 - V4 - MJB



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## **Appendix A: Noise Assessment Baselines (2021)**

The following pages detail relevant excerpts from the 2021 noise assessment (ref. 201/V01/2020) at Hardwick Hall Hotel which support the framework of this NMP, including the establishment of background noise levels, noise limits and a demonstration of compliance with such limits.



#### 4. Noise Monitoring Locations

4.1.1 The area surrounding the site was assessed to identify the nearest noise-sensitive residential areas appropriate for background noise monitoring.

4.1.2 The following five noise monitoring positions were identified to be included in a survey:

- 10 Hardwick Road due east of the site – representing Sedgefield;
- Brakes Farm to the south west;
- Low Hardwick Farm to the north west;
- Greenknowles to the north west; and
- Garden Cottage to the north east.

4.1.3 Arrangements were made to organise access for noise monitoring; access was permitted at four of the above locations, with the exception of Low Hardwick Farm. However, it was considered that noise measurements undertaken at Greenknowles would adequately represent this property.

4.1.4 Table 2 below confirms the noise monitoring locations.

**Table 2: Noise Monitoring Locations**

Location No.	Monitoring Location	Direction from Site to Property
1	10 Hardwick Road	East
2	Brakes Farm	South West
3	Garden Cottage	North East
4	Greenknowles	North West

4.1.5 The above noise monitoring locations are considered to represent the closest residential areas or individual properties surrounding the site, which are likely to be subject to the greatest impact.

## 5. Background Noise Measurements

### 5.1 Methodology

5.2 An environmental noise survey was undertaken around the site at the identified noise monitoring locations, in order to establish background noise levels. The survey was scheduled to closely follow the second step of lockdown easing on 12<sup>th</sup> April, which permitted major parts of the economy to reopen, including non-essential retail, outdoor hospitality and indoor leisure facilities. Measurements therefore commenced on 13<sup>th</sup> April and concluded on 21<sup>st</sup> April.

5.2.1 Unattended noise measurements were undertaken using Rion Class 1 sound level meters housed in weatherproof environmental cases at each of the locations. Microphones were positioned 1.2 m above the ground using enhanced windshields and sound level meters were calibrated at the start and end of each survey; no calibration drifts were noted. Photographs of the equipment in-situ are provided in Appendix A

5.2.2 Measurements were obtained using the 'Fast' time, A-weighted frequency network and the meter configured to principally record acoustic indices of  $L_{Aeq, 1hr}$  and  $L_{A90, 1hr}$  in accordance with the methodology detailed in The Code for background measurements. Calibration certificates for the equipment are provided in Appendix B.

5.2.3 Details of the specific noise monitoring equipment used for the survey are provided in Table 3.

**Table 3: Noise Monitoring Equipment Used for Survey**

Manufacturer	Model No.	Description	Serial No.	Calibration Due Date
Rion	NL32	Sound Level Meter	00682732	May 2021
Rion	NL52	Sound Level Meter	00164425	June 2022
Rion	NC74	Calibrator	50641228	June 2021

5.2.4 Weather conditions during the unattended measurement periods were monitored with anemometry and rain gauge equipment. Following analysis of measured wind and rain data, weather conditions were confirmed to be dry and calm during all survey periods, with wind speeds less than 3 ms<sup>-1</sup>.

5.2.5 In accordance with The Code, background noise measurements should be represented by those occurring during the last four hours of any event. Therefore, background noise levels are shown to represent a worst case for evening events which continue until 23:00. The background noise measurements recorded between 19:00 and 23:00 at each location are summarised in Table 4 below.

**Table 4: Summary of Measured Noise Levels**

Location	Survey Dates	Period	$L_{Aeq, 4hr}$ , dB	$L_{A90, 4hr}$ , dB
10 Hardwick Road	13/04/2021 – 16/04/2021	Evening (19:00 - 23:00)	45	35
Garden Cottage	13/04/2021	Evening (19:00 - 23:00)	44	36
Brakes Farm	19/04/2021 – 21/04/2021	Evening (19:00 - 23:00)	43	38
Greenknowles	19/04/2021 – 21/04/2021	Evening (19:00 - 23:00)	38	33



## 6. Noise Limits

6.1.1 Noise limits have been established based on the background noise levels measured at each location for events subject to +5dB and +15 dB above background noise level, as detailed in Table 5 below.

**Table 5: Noise Limits**

Location	Period	Background L <sub>A90</sub> , dB	Noise Limit Background +5dB	Noise Limit Background +15dB
10 Hardwick Road	Evening (19:00 - 23:00)	35	40	50
Garden Cottage	Evening (19:00 - 23:00)	36	41	51
Brakes Farm	Evening (19:00 - 23:00)	38	43	53
Greenknowles	Evening (19:00 - 23:00)	33	38	48
Low Hardwick Farm	Evening (19:00 - 23:00)	33	38	48

6.1.2 For clarity, the noise limits detailed above are presented graphically in the Appendix of this report as follows:

- Figure 1: Noise limits – Background +5dB; and
- Figure 2: Noise Limits – Background + 15dB.

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## 9. Summer Sessions - Noise Impact

9.1.1 The Summer Sessions have been subject to previous complaints and specific attention has therefore been given to addressing the noise impact.

### 9.2 Noise Predictions - SoundPLAN ArrayCalc

9.2.1 Sound predictions were initially undertaken to determine the feasibility of hosting the Summer Sessions within the noise limits established against background noise levels.

9.2.2 Leading propriety noise modelling software SoundPLAN was used to undertake calculations, including the Audiotechnik ArrayCalc module specifically designed for PA speaker arrangements.

9.2.3 The software is a dedicated solution for the accurate modelling of stage-mounted speaker arrangements including line array systems and subwoofers and provides a dedicated library of one-third octave band frequency content for various live-music genres. The software calculates the propagation of noise and considers topography data to represent a three-dimensional noise model of the site and nearby receptors.

9.2.4 Modelling inputs were undertaken via a collaboration between In-House Events, who design the stage setup and speaker arrangements, and Blue Sky Acoustics who provided guidance on environmental noise modelling parameters.

9.2.5 The propagation methodology used to undertake acoustic calculations is that detailed in ISO 9613-2:1996 Acoustics - Attenuation of Sound During Propagation Outdoors – Part 2: General Method of Calculation.

9.2.6 The following general modelling parameters have been used in the model:

- A ground absorption factor of 0.5 (mixed ground);
- A surface reflection factor of 2;
- Temperature of 10°C;
- Relative humidity of 70%;
- A receiver height of 4 m representing bedroom window height;
- Terrain height; and
- Octave band frequency data provided by SoundPLAN ArrayCalc software library for typical 'Rock Band' performances.

### 9.3 Stage Orientation and Predictions

9.3.1 To comply with the established noise limits, the stage direction representing the least noise impact was determined to be west south west. Predictions of music noise levels were therefore undertaken in this orientation with a specific PA setup designed by In-House Events who provide the equipment and in-house sound engineers for the Summer Sessions.

9.3.2 Noise modelling is an approximate representation of sound propagation and many factors can influence the propagation of sound beyond the results established by a model. However, noise predictions based upon the above modelling assumptions indicated that compliance with noise limits would be achievable with some additional on-site controls. The results of the model are detailed in Appendix C.

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#### 9.4 Noise Monitoring – Summer Sessions Friday 28<sup>th</sup> May

- 9.4.1 To confirm the noise modelling predictions and compliance with noise limits, noise monitoring was undertaken on Friday 28<sup>th</sup> May during the first event of Summer Sessions 2021. The event included live rock music from The Killers and Oasis tribute acts.
- 9.4.2 Following the method detailed in the Noise Management Plan, a brief propagation test was undertaken to determine a Front of House (FOH) limit relative the noise limit at Brakes Farm, representing the nearest property on-axis to the stage direction. The FOH, positioned to the side of the stage, was set at 93 dB(A).
- 9.4.3 Live music from the event commenced at 19:30 and concluded at 22:00. Table 7 details the noise levels measured during the event at the noise monitoring locations around the site.

**Table 7: Noise Monitoring Results – Friday 28<sup>th</sup> May Summer Sessions**

Time	Location	Measured Leq, dB(A)	Noise Limit, dB(A)	Margin of Compliance, dB
19:30	Brakes Farm	50	53	3
19:50	Greenknowles	42	48	6
20:20	10 Hardwick Road	47	50	3
21:05	Brakes Farm	53	53	0
21:25	Garden Cottage	44	51	7
21:35	Greenknowles	43	48	5
21:45	Low Hardwick Farm	46	48	2

- 9.4.4 It should be noted that the measured Leq includes a contribution from both music noise and existing ambient noise. With the exception of Brakes Farm, the music noise level was not dominant. Traffic noise and birdsong also contributed to the measured Leq levels.
- 9.4.5 Based on the levels detailed in Table 7 and the impact observed around the site, it is considered that the revised stage orientation and the application of appropriate noise management measures demonstrate that the Summer Sessions events can operate within acceptable noise limits.

## Appendix A - Photographs of Noise Monitoring Equipment

### 10 Hardwick Road





## Garden Cottage





Greenknowles



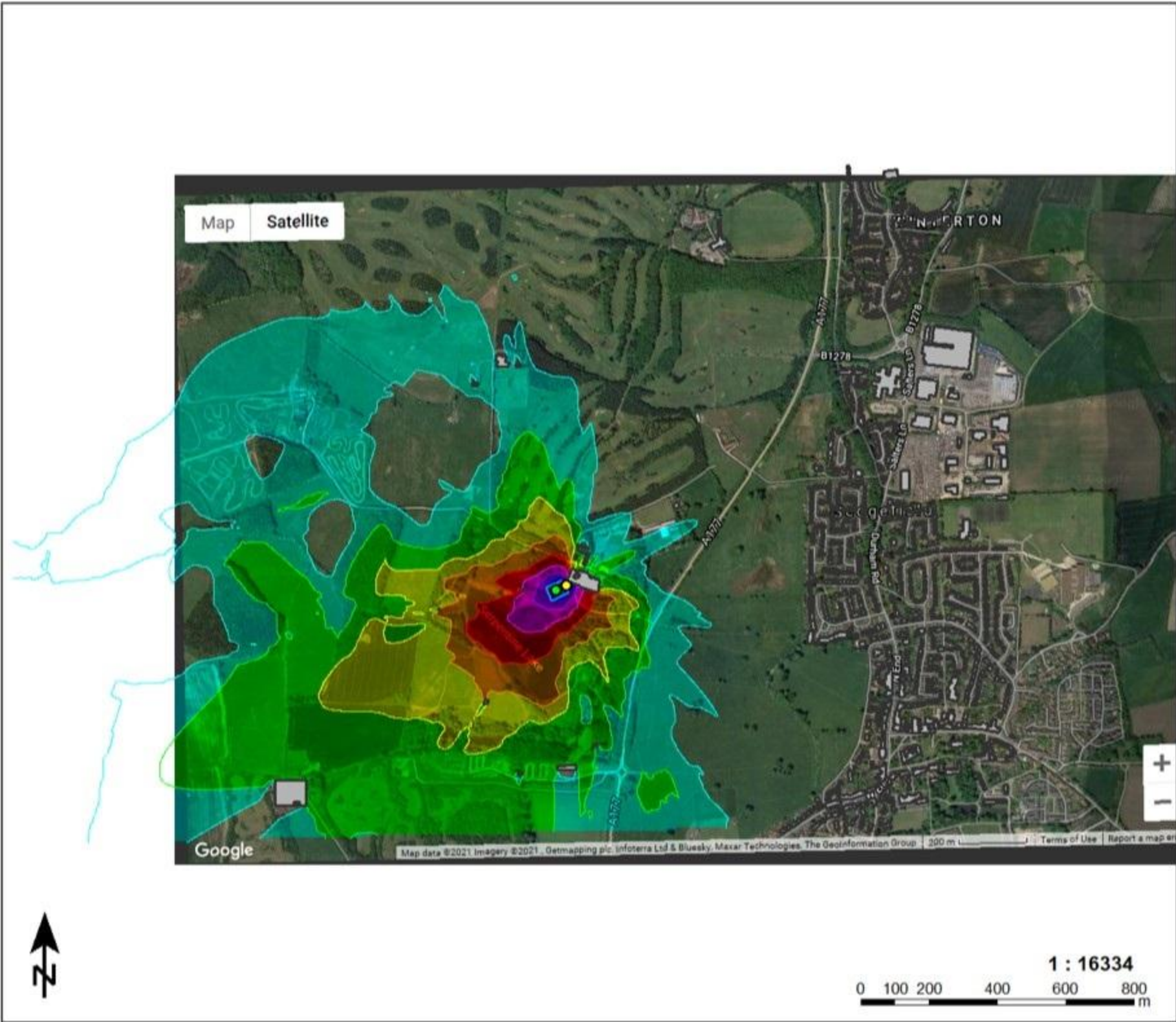


Brakes Farm





Map shows values calculated according to ISO 9613-2: 1996 for listed stages



Untitled

Spectrum: Live bands  
SPL at reference point: 93.0 dB(A)

Signs and symbols

Building

Stage origin

Reference point

Loudspeaker

Audience area

Levels in dB(A)

> 90

85 - 90

80 - 85

75 - 80

70 - 75

65 - 70

60 - 65

55 - 60

< 55

d&b audiotechnik



## Appendix B: Noise Monitoring Record - Noise Limit Background +15dB

Event: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Member: \_\_\_\_\_

Location	Noise Limit dB(A)	Measurement Time	Noise Level LAeq, dB	Measurement Length (mins)	Observations/Action Taken
10 Hardwick Road	50				
Brakes Farm	53				
Garden Cottage	51				
Greenknowles	48				
Low Hardwick Farm	48				
10 Hardwick Road	50				
Brakes Farm	53				
Garden Cottage	51				
Greenknowles	48				
Low Hardwick Farm	48				
10 Hardwick Road	50				
Brakes Farm	53				
Garden Cottage	51				
Greenknowles	48				
Low Hardwick Farm	48				

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**Appendix C: Complaint Log Book**

Time & Date	Name & Address of Caller	Telephone Number	Complaint Details	Observations/Action Taken