

# Noise Management Plan (NMP)

Prepared by Elleray Community Association & Applied Acoustic Design

Revision: 16 July 2025

## 1.0 Introduction

- 1.1. This document sets out the Noise Management Plan (NMP) proposed to address planning condition NS30 of the London Borough of Richmond's Decision Notice ref. DC/GRE/21/2533/FUL/FUL. The condition requires the production of this NMP prior to the occupation by Elleray Community Association (ECA) and use of the Elleray Centre located on North Lane, TW11 0JH.
- 1.2. In addition, planning condition NS30 requires that the NMP shall be made available upon request by the London Borough of Richmond's Environmental Health Department in the event of complaint.

## 2.0 Document Control Sheet

- 2.1. This NMP document should be subject to reviews, at least annually, to determine that the noise control measures contained within are effective in managing noise impact to other noise sensitive locations around the Elleray Centre Site. The table below is a summary of changes made, any detailed development records of changes made should be appended to the NMP.

Issue	Revision No.	Date	Reason	Created By	Approved By
A	-	16-07-2025	Issued for Planning	AAD / ECA	J. Barnett

- 2.2. Section 5.0 of this document sets out more details on the recommended process of the NMP review. More detailed information for changes noted in the document control section are set out in Appendix A NMP Development Log.

### **3.0 Community Centre Building Noise Control Measures**

- 3.1. Planning conditions NS26 sets out currently allowed use times for the Community Centre being as follows:
- Monday to Saturday: 09.00 hrs to 22.00 hrs
  - Sundays and Bank Holidays: 10.00 to 15.30 hrs
- These operating hours will be taken into consideration by the operators when planning activities in the community hall. An ECA representative will be on site at the Elleray Centre during planned activities and events.
- 3.2. ECA Awareness: All ECA staff members, volunteers and ECA representatives should read through the NMP as part of an induction. Where the NMP is updated staff, volunteers and representatives should be provided with an updated copy.
- 3.3. External Event / Room Hirer Awareness: All external hirers should read through the NMP and agree to comply with the conditions, as part of their room hire contract and site induction. Where the NMP is updated the room hirer should be provided with an updated copy.
- 3.4. Planning Activity Types: The Elleray Centre is intended to host a range of activities. All activities should be given consideration with respect to the noise these may produce and, if necessary, the most effective use of the following measures to control noise. Activities should be planned so that those considered likely to produce potentially high noise take place during periods where external noise conditions are generally high as this is more likely to provide natural masking of activity noise.
- 3.5. User Awareness: Participants taking part in community centre activities should be made aware of the need to moderate noise as part of any activity.
- 3.6. Entry and Exit: Elleray Centre users should be reminded to enter and exit the building quietly during periods where the local noise climate is likely to be low in level. Typically, this will be evenings, Sundays, and Bank Holidays. Signage should be included at all entrance and exits to the community centre building reminding users to enter and leave quietly.
- 3.7. Mechanical Cooling and Ventilation: Mechanical cooling and ventilation provision to the community centre should be made use of in preference to open windows and doors.
- 3.8. Windows and external doors: should remain closed when possible, during activities take place in the Elleray Centre. Closing of internal doors should also be used where circumstances indicate this is beneficial to control noise break out. Passive ventilation by opening windows and doors should be limited to periods where community hall spaces are unoccupied and where risk of excessive noise break out from the building is low.
- 3.9. Noise Limiter: Planning Condition NS29 requires limiting electronically amplified voices and or music from the main hall space. A noise limiter will be installed by the landlord's team as part of the construction project of the new centre. In the event where internal noise exceeds a predetermined level, the electronic amplifying equipment will be either isolated by the power supply being turned off or the equipment is muted. ECA will instruct all equipment with

electronic amplification used within the main hall to be connected to the limiter. This will assist ECA with the ongoing monitoring of noise levels within the main hall and reduce the risk of noise levels exceeding the limits stated within the Planning Condition.

Electronically amplified sound system equipment should be used in accordance with the noise limiting system operating conditions that are put in place. A copy of Noise limiter manufacturer's operation instructions should be kept in Appendix B.

#### **4.0 Garden Area**

4.1. Planning conditions NS27: sets out currently allowed use times for the garden area being as follows:

- Monday to Saturday: 09.00 hrs to 19.00 hrs
- Sundays and Bank Holidays: 10.00 to 15.00 hrs

These operating hours should be taken into consideration where planning activities for the garden area

4.2. Planning Condition NS32: sets out that no amplified music or music equipment can be used in the outdoor grounds of the community centre. This should be borne in mind where planning activities for the community centre garden area.

4.3. ECA Awareness: All ECA staff members, volunteers and ECA representatives should read through the NMP as part of an induction. Where the NMP is updated staff, volunteers and representatives should be provided with an updated copy.

4.4. External Event / Room Hirer Awareness: All external hirers should read through the NMP and agree to comply with the conditions, as part of their room hire contract and site induction. Where the NMP is updated the room hirer should be provided with an updated copy.

4.5. Planning Activity Types: The garden area is intended to host a range of activities. All activities should be given consideration with respect to the noise these may produce and, if necessary, the most effective methods to control noise. Activities considered to have potentially high noise should be scheduled when external noise levels are highest as this may provide masking of activity noise.

4.6. User Awareness: Participants taking part in community centre garden activities should be made aware of the need to moderate noise as part of any activity.

4.7. Activity Duration: Where feasible, the potential impact of noise from garden activities can be in some cases reduced by limiting the duration of the activity.

#### **5.0 Complaint Logging**

5.1. A complaints contact number and/or email should be provided for public use, details of which are made available e.g. on a notice board outside the hall and/or website.

- 5.2. Complaints log book and/or computer based log book, e.g. spreadsheet. The logbook should record:
- Time and date the noise disturbance occurred
  - Time and date the complaint was recorded
  - Assuming it was identifiable then the source of noise that the complainant believes caused the disturbance
  - Determination of which activities were taking place at the time of the complaint
  - Determination of possible activity causes that may have resulted in the complaint including unusual circumstances
  - Proposed action to resolve the likely issues that led to complaint,
  - Time and data of a formal response to the complainant, where contact details provided, acknowledging their complaint and the course of action taken to reduce this occurring again within practicable means.
- 5.3. A template log is included in Appendix C.

## **6.0 NMP Annual Review**

- 6.1. An annual NMP review should be organised by the Ellera Community Association, with dates set for the review to begin and any revisions issued by. The review should be undertaken by at least two members of the community centre staff considering any complaints that have occurred and any new activities to take place at the Ellera Centre.
- 6.2. A list of complaints, if any, that have occurred within the preceding period of 12 months should be grouped initially into two categories:
- I. NMP existing operational procedures not being followed
  - II. NMP operational procedures proving insufficient for control of noise from specific activities and/or situations
- 6.3. Type I. complaints are likely to result from staff and/or users unfamiliar with NMP procedures. Hence resolutions are likely to involve ensuring all those who are responsible for implementing and following NMP procedures have clearly understood the procedures. A copy of the NMP should be provided to staff and users with relevant control procedures highlighted. Record of NMP briefing/induction should be provided for each staff member/user for the benefit of the NMP development record in the Appendix D.
- 6.4. Type II. Complaints are likely to result from current NMP noise control procedures being ineffective for specific activities and/or situations. Under these circumstances additional noise control measures should be identified for the specific activity and/or situation. A record should be made and appended in the NMP, and include:
- The activity/situation resulting in the complaints
  - The proposed course of action to resolve the complaint
- 6.5. Where new activities are introduced to the Ellera Centre then these will require consideration in terms of existing noise control measures. Where it is considered that these may not be

sufficient then additional noise control measures should be determined from the review and recorded within Appendix A Development Log

- 6.6. A summary of additional agreed procedures for noise control should then be added to the NMP and the Document Control page updated. The NMP should then be issued to all relevant staff and users highlighting additional noise control measures.

Approved by:

.....

Date: .....

*Chairman*

**Ellera Community Association**

This development log is intended to record revised and new noise control measures determined as necessary as part of an annual review of the NMP. Procedures for determining the need for revised and new noise control measures are set out in Section 6.0 of this document

[illegible]

## **Appendix B – Noise Limiter Operating Instructions**

## Appendix C – Complaint Log Template

Complaint Registry Number	Time/Date of Complaint	Complainant Details (Name, Contact Details)	Complaint Details	Time/Date Recorded	Type of Noise
Comp 1					
Comp 2					
Comp 3					
Comp 4					
Comp 5					

Complaint Registry Number	Activities taking place at time	Possible causes	Proposed Resolution	Time/Date Responded
Comp 1				
Comp 2				
Comp 3				
Comp 4				
Comp 5				



[illegible]

## Appendix E – External Service Providers, Activity Leader & Room Hires - NMP Briefing Date

[illegible]

## Appendix F – London Borough of Richmond Planning Conditions Referenced in the NMP

### U0130575 NS26: Hours of Use

The community centre hereby approved shall not be used other than during the following times:

- Monday to Saturday 09:00 - 22:00
- Sundays and Bank Holidays 10:00 - 15:30

**REASON:** To ensure the development does not result in unacceptable noise and disturbance to surrounding occupants.

### U0130576 NS27: Outdoor garden area

The outdoor garden area of the community centre hereby permitted shall only be used between the hours of 9:00-19:00 Monday to Saturday and 10:00 - 15:30 Sundays and Bank Holidays.

**REASON:** To ensure the development does not result in unacceptable noise and disturbance to surrounding occupants.

### U0130578 NS29: Noise limiter

A sound limiting device shall be fitted to/used by any in-house or peripatetic musical amplification system/s used at the Community Hall and set at a level that will achieve the entertainment music noise criteria detailed below. The limiter shall be set and secured so that it cannot be overridden by performers or DJ's or other persons other than house engineers or other appointed sound system engineers. The limiter shall not be altered without prior agreement with the Responsible Authority (Environmental Health Service). Prior to the first use of the hall, an acoustic assessment and report shall be submitted to and agreed by the LPA which demonstrates how the sound limiting device has been set to achieve the requirements of the following entertainment noise control criteria and demonstrate by calculation the expected internal noise limits being achieved.

Day/evening:

- $L_{Aeq,5min}$  EN shall not exceed the  $L_{A90,5min}$  as measured 1 metre from the façade of the nearest noise sensitive receptor
- The EN shall not exceed NR 25 assuming windows open at the inside of the nearest noise sensitive receptor

Night-time:

- $L_{Aeq,5min}$  EN shall be 5dB below the  $L_{A90,5min}$  as measured 1 metre from the façade of the nearest noise sensitive receptor
- The EN shall not exceed NR 15 assuming windows open at the inside of the nearest noise sensitive receptor

The development shall not be occupied other than in accordance with the approved scheme.

**REASON:** To protect neighbour amenity.

### **U0130579 NS30: Noise Management Plan**

(a) Prior to the occupation of the community centre hereby approved, a Noise Management Plan (NMP) shall be submitted to and approved by the Local Planning Authority, which shall include as a minimum, written details of the following information

- i. Details of the measures to be taken to prevent fugitive noise emissions from Community Centre
- ii. In the event of complaint, the mechanism by which such complaints are logged, investigated and actions taken recorded.
- iv. Documentation of an annual review of the NMP
- v. The NMP shall be made available upon request by the Environmental Health Department in the event of complaint.

**REASON:** To protect neighbour amenity.

### **U0130580 NS31: Noise Control Community garden**

Prior to the first use of the community centre garden hereby approved, a Noise Management Plan (NMP) shall be submitted to and approved in writing by the Local Planning Authority. The garden of the community centre shall not be occupied other than in accordance with the NMP.

**REASON:** To safeguard the amenities of neighbouring residents

**U0130581 NS32: Amplified Music**

No amplified music or musical equipment shall be used in the outdoor grounds of the community centre hereby approved.

**REASON:** To ensure the development does not result in unacceptable noise and disturbance to surrounding occupants.