

11/11/2018 4

CHURSTON MANOR
HOTEL . RESTAURANT . BAR
CHURSTON FERRERS DEVON

01803 842186 · ENQUIRIES@CHURSTONMANOR.CO.UK
CHURSTONCOURTHOTELWEDDINGS@GMAIL.COM · WWW.CHURSTONMANOR.CO.UK

30 August 2018

Mr Karl Martin
Torbay Council
Licensing and Public Protection Community Safety
Town Hall,
Castle Circus,
Torquay
TQ1 3DR

Dear Sir

**Licensing Act 2003 and Environmental Protection Act
Alleged Nuisance arising from Live and recorded music at the Churston Manor Hotel,
Church Road Brixham, TQ5 0JE**

I refer to your Notice dated 24 August 2018, and I am writing formally in accordance with s80(2a) to identify the steps which will be taken to abate the reported nuisance.

We intend to take the following measures:

1. We will write to all neighbours immediately, apologising for any nuisance and explaining that we will engage an Acoustic Engineer to advise us on noise containment. This letter will be delivered by 31 August 2018.
2. We will engage the services of an Acoustic Engineer to carry out his work and advise us accordingly, we anticipate by the middle of September 2018.
3. After considering the report from the Acoustic Engineer, we will invite all neighbours to a meeting where we will listen to their concerns and explain the steps we intend to take to contain noise.
4. We will prepare a Noise Management Plan having regard to the Acoustic Engineer's report and the outcome of the public meeting. This will be communicated to all our staff and they will be trained in its maintenance and implementation.
5. If necessary and appropriate, we will repeat the offer of Mediation which we made on 10 August 2018 but to which we have not received any responses from any neighbours.
6. We will study the training and other resources available from the Chartered Institute of Environmental Health and implement appropriate solutions arising from this.

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7. Subject to the detailed report from the Acoustic Engineer, we anticipate taking the following further steps:

- Reposition the stage so that it no longer points in the direction of any homes;
 - Lower the stage;
 - Install sound deadening barriers / baffles;
 - Use monitoring equipment to regularly measure and record volume levels, especially bass levels;
 - Install volume limiters where appropriate;
 - Review the finishing times of events;
 - Review the frequency of events;
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- Write courtesy letters to neighbours in advance of larger events

We are most concerned at the complaints that have been made to you and we wish to work positively and constructively with local residents, to balance their interests as neighbours and our position as the primary local employer and as a contributor to the economy of the area.

Yours sincerely

Jonathan Smith A.C.A.

Director