Elmbridge
Borough Council
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Noise Code for Licensed Premises

Best Practice Guide: Sources of noise and possible solutions

The Noise Code for Licensed Premises is a voluntary code seeking to establish a standard of excellence in the management of noise from participating licensed premises. It involves three key principles: a best practice guide, complaints management and partnership.

As part of the best practice guide, we make the following suggestions about sources of noise and how to reduce their effect on members of the local community.

For each noise source, we provide the main influencing factors, followed by possible controls that you can introduce to reduce noise effects.

Inside noise: music, television, films, etc.

- **Time of day and frequency of events** – limit hours and frequency
- **Overall music/volume level** – volume, consider use of noise limiter, use directional speakers
- **Doors and windows** – keep closed during noisy events, lobby's to external doors, self -closers, acoustic/secondary glazing, consider air-conditioning
- **Openings/vents in building** – limit number of openings in building structure, apply acoustic baffles to vents
- **Building design and construction** – improvements to sound insulation, lobbies to external doors
- **Location of noise source** - avoid siting near single glazing, external doors or in conservatories
- **Location of speakers** - position away from external doors and windows, avoid putting on party wall, use of anti-vibration mounts
- **Bass levels** - limit overall bass levels via frequency limiter, disconnect/limit use of any sub-woofer

Outside music

- **Time of day, number of hours, frequency of events** - limit, and avoid noise-sensitive times
- **Overall music levels, particularly bass** – use limiters, set overall sound levels and employ management controls
- **Direction of speakers** – away from noise-sensitive premises, use any natural barriers your building possesses

Deliveries and collections

- **Time of day** – ensure after 7am and not too late in the evenings
- **Day of the week** – Monday-Saturday, avoid Sundays and bank holidays

Smoking shelters, external seating and eating areas

- **Location** – site away from noise-sensitive locations, no music
- **Time of day** – limit the hours of use, avoid customers being out late
- **Type of table/chairs** – choose designs/materials that are quieter to move, use of rubber feet covers, don't put away late at night
- **People noise** – limit numbers to both seating area and smoking shelter, no drink allowed in smoking shelter, don't heat shelter

Gardens and play areas

- **Music noise** – limit level, frequency and time of day, duration
- **Children and customer noise** – restrict hours, supervise/check, use of appropriate signage
- **Use of public address systems** – avoid using PA systems, if used direct away from noise-sensitive premises
- **Events** – limit number of noisy events, choose events suitable to location

Customers and car parks

- **Late hour access/misuse** – install gates, limit late access, CCTV, liaise with local police
- **Leaving customers** – door staff remind patrons on leaving, signage, 3-strike rule for unruly customers, use of lollipops to restrict noisy chat for late leavers
- **Car radios/music systems** – supervisor patrols, no car stereo rule, appropriate signage
- **Loitering and smoking outside premises** – no re-entry policy after specified hour, no drinks outside policy, appropriate supervision

Refuse and recycling bins, barrel and bottles movement/storage

- **General noise associated with movement and processing** – follow good working practices: if noisy, avoid early morning / late night, site any refuse/recycling store away from noise-sensitive properties

Plant and equipment, i.e. chillers, air conditioners, extractors, etc

- **Noise levels including whines, hums, rattles and rumbles** – use quieter plant, silencers and acoustic housings, anti-vibration mounts, locate away from noise-sensitive properties, service regularly and keep well-maintained
- **Alarms** – display keyholder contact details in a visible location in case your alarm sounds during the night