

LOUNGERS

Cadno Lounge Neath - Noise Management Plan

This noise management plan sets out proposed actions to minimise any potential adverse noise created from the Cadno Lounge establishment located at Unit 1, Water Street, Neath, SA11 3EP.

Loungers are a food-led operator who focus on creating an informal, neighbourhood café/restaurant offering which is open all-day, every day, where family, friends, local residents and visitors can meet, eat and drink in a relaxed and informal environment.

Across our estate of over 180 Lounges (as of February 2023), we are well versed in operating from suburban and town centre locations where we form excellent relationships with local residents and neighbouring occupiers. The nature of our operation in offering a seated only food-led offer with no live or amplified music creates a vibrant, background buzz which seldom impacts on residential amenity.

Furthermore, we have a good number of our estate which operates either directly beneath, or adjacent to, residential properties without impact and pride ourselves on operating with good neighbourly conduct. However, we set out the following noise management plan to address any potential areas of concern and this document is submitted pursuant to Condition 4 of planning permission P2022/0986.

Operating Hours

- Mon-Sun 0900-2300 Hours

Dispersal of Patrons at Closing Time

Prominent, clear and legible notices shall be displayed at all exits to the Premises requesting the public to respect the needs of local residents and to leave the premises and area quietly

Internal patron noise

We do not play loud or amplified music and all of our customers are seated. The modern construction of the development coupled with our extensive fitout and that the unit will be air conditioned leaving the external doors closed during operation means that there is unlikely to be any issues arising from internal patron noise.

Deliveries

Deliveries we receive from heavy goods vehicles (over 3,500 kg) will be restricted to the hours of 7am-7pm and majority of deliveries in any event will take place during normal daytime hours.

Deliveries on larger vehicles are likely to include;

- United (non-food) – one delivery PW (could be under 3.5 ton)
- Bidfood (frozen and ambient stock) – three or four deliveries PW
- Reynolds (fresh stock) – three or four deliveries PW
- Matthew Clark (kegs and drinks) – one or two deliveries PW

LOUNGERS PLC

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- Olleco – One delivery/used oil pick up every one/two weeks (could be under 3.5 ton)
- BOC (compressed gasses) – one delivery roughly every week (could be under 3.5 ton)
- Clifton (coffee) – one delivery roughly every week (could be under 3.5 ton)

We will inform all of our suppliers of the need to be respectful of local residents and neighbours when delivering to our site via the dedicated rear service yard.

Opening and closing of external seating areas

There will be no music broadcast externally

External seating areas will be closed by 10pm at night. Staff members will inform customers of last orders and the time we close the external area and for patrons to be mindful of local residents when leaving the area

Staff will be careful of making excess noise when transporting external furniture into the unit overnight.

Glass and Waste disposal

The disposal of waste bottle into external receptacles shall not take place outside of trading hours

Noise Complaints Procedure

Any noise complaint received by Loungers will be dealt with initially by the General Manager.

The Operations Manager will oversee the following procedure:

- All details pertaining to the event will be compiled and the cause investigated, with reference to:
 - the timing of the complaint
 - the activities taking place at the time
- If the complaint is substantiated, feedback will be given to the complainant (if there are contact details).
- If any of the details of this management plan have not been followed, the appropriate actions will be taken.

If any changes are required this Noise Management Plan will be updated accordingly.

Any complaints will be reviewed by the Operations team and appropriate reasonable measures taken to resolve the issues

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