

Neath Deli - Noise Management Plan

Overview

This noise management plan sets out proposed actions to minimise any potential adverse noise created from the Neath Deli shop located at Unit 2, Fairfield Way, Neath, SA11 3ES.

Neath Deli is an independent food retailer which values wholesome, local and organic food. We are a family friendly business which is open during the daytime. As well as groceries, we offer ready-to-eat foods including deli sandwiches and soups. We do not serve any alcohol, cigarettes or vapes.

The owners who are also behind Rosa's Bakery are well versed in operating from suburban and town centre locations where we form excellent relationships with local residents and neighbouring occupiers. We sell high quality groceries and fine foods and do not have any live or amplified music. We will only play pre-recorded music in such a way as to create a welcoming, vibrant atmosphere which will not impact 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-Fri 08:00-18:00 hours
- Sat & Sun 09:00-16:00 hours

Internal customer noise

We do not play loud or amplified music. 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;

- Essential (refrigerated and ambient food) - one delivery PW on Tuesdays
- Suma (refrigerated and ambient food) – one delivery PW on Thursdays
- Blas ar Fwyd (refrigerated and ambient stock) – a few deliveries per week

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 6pm at night. Staff members will inform customers around 15 minutes before closing time.

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 Neath Deli 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 necessary, this Noise Management Plan will be updated. Any complaints will be reviewed by the Operations team and appropriate reasonable measures taken to resolve the issues.