NOISE MANAGEMENT PLAN

Malthouse Dog Boarding

Site: Malthouse Dog Boarding, Court Lane, Corsley

Proposal: Change of Use of land from residential and agricultural to dog boarding, day care, grooming, storage and associated car parking

1.0 **Introduction**

1.1 This noise management plan has been prepared in response to comments from the Council's Environmental Protection Officer and is in support of an application for the change of use of land from residential and agricultural to dog boarding, day care, grooming, storage and associated car parking.

2.0 **Proposals & Site description**

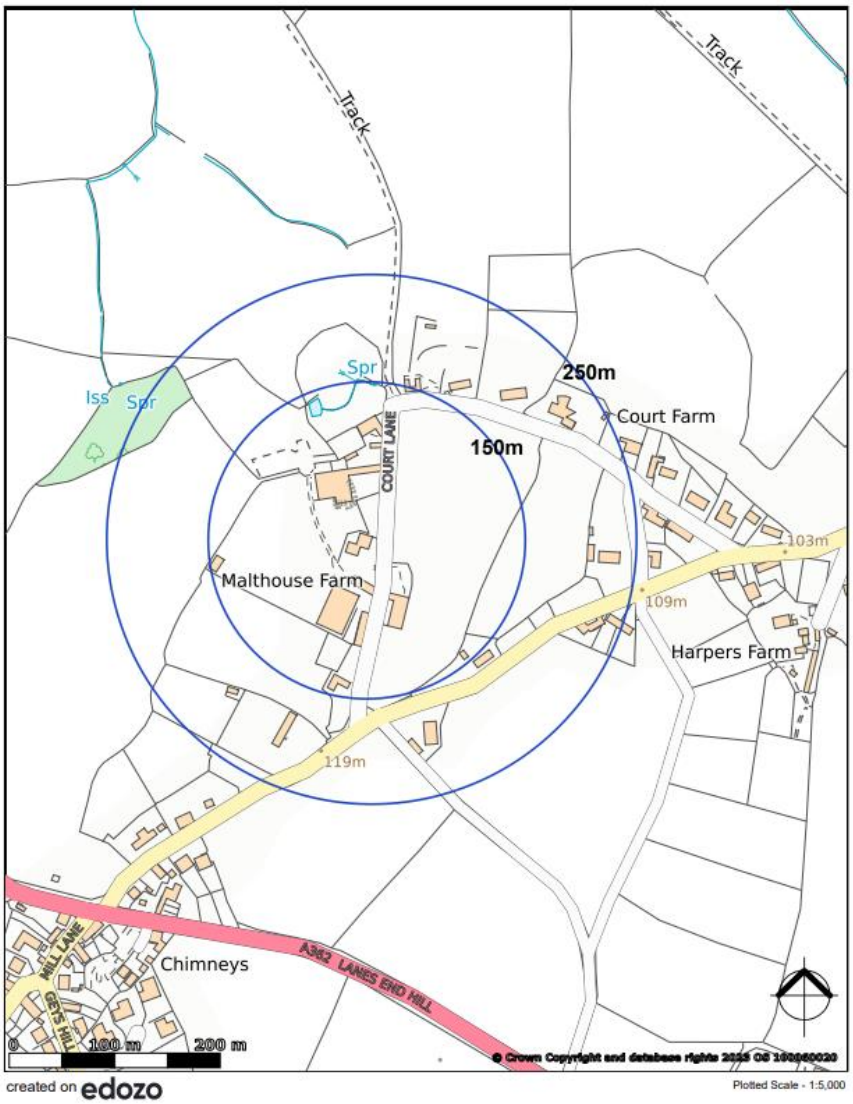
2.1 This retrospective application is made to formalise the dog boarding business at Malthouse Farm which has been in existence since 2015.

2.2 The business comprises a dog boarding kennels, offering day care and over night boarding, along with a groomer in a mobile trailer sited adjacent to the kennel block, a secure exercise field again adjoining the kennel block and a car park/hard standing to the east side of Court Lane, used in association with the kennels and adjoining farm building.

2.3 The site's location lies on the western edge of the village of Corsley. The site is for the most part within the applicants residential dwelling, being Malthouse Farm farmhouse, forming part of a working livestock farm.

2.4 The application site is accessed via Court Lane, a link road that spurs off Lyes Green, to re join further north. Court Lane at the kennels serves the farmyard and two further properties beyond Malthouse Farm.

2.5 A map showing the application site at Malthouse Farm, with 150m and 250m radius showing potentially affected neighbouring properties.



3.0 **Potentially sensitive receptors**

Receptors in proximity to the site

Malthouse, Court Lane, Residential dwelling - 97m

Shearmarsh, Court Lane, Residential dwelling 155m

Springfield. Court Lane, Residential dwelling 176m

4.0 **Noise sources, receptors and impacts**

4.1 Potential noise/disturbance sources associated with the application include the following:

- Movement of vehicles in and out of the site,
- Dogs being taken from carpark to kennels/groomer,
- Dogs within the kennel building,
- Dogs in the exercise field.

5.0 **Noise mitigation / management**

5.1 Any potential for disturbance to the surrounding residents will be addressed by the applicant – Katie Hares – Malthouse Dog Boarding Ltd

5.2 Vehicle movements will be limited to the drop off/collection times of 7-830 am and 4-530 pm.

5.3 All dogs staying overnight will be booked in for trial day where they are assessed on a number of criteria. Settling into the kennels is one of these, and dogs that do not settle will come to the kennels again. In some cases, on their trial day, it will be requested that they are collected during the day.

5.4 All dogs are monitored daily for behavioural changes and provisions will be put in place if necessary, by on site dog behaviour expert.

5.4 Kennel buildings are fully insulated with 100mm of Celotex and a cavity wall, with relatively small double-glazed windows to minimise noise from within the building exiting.

5.5 Dogs are only let out into the exercise field individually or in small groups to minimise noise.

5.6 Dogs that persistently bark at certain points during the day will be highlighted to the owner where they are advised on proactive behavioural work or the dog will not return.

5.7 Noisy or unsettled dogs are not welcome as they disrupt the other dogs in the kennel environment.

5.8 Licence is for a maximum of 30 dogs but this number is rare, typical occupation would be 20 dogs at one time. 18 kennels.

5.9 Noisy dogs can be muzzled if necessary.

5.10 Entrance foyer area has been created so that dog owners are not waiting outside to drop dogs off/collect.

5.11 Dogs have “enrichment” in their kennels daily to occupy them and will be let out to the field every 2-3 hours.

5.12 Kennels has been awarded 5 star rating (maximum) by Wiltshire Council. Much of the emphasis of this rating is that the dogs are occupied and content while under the kennels

care. The owner cannot stress enough that is it not the intention to have dogs creating a disruptive environment for the other dogs and surrounding neighbours.

5.13 Visitors to the kennels are limited to quiet times, after afternoon collection so disturbance to the kennel environment is kept to a minimum.

6.0 Complaints

6.1 Contact numbers of the site owners will be provided to those receptor properties with 250m radius as identified so that potential unreasonable sources of noise can be promptly reported and managed straight away.

6.2 Any complaints received from either members of the public or the local authority will be investigated by the site owners as soon as practically possible.

6.3 The site owner will try to establish the source of the noise as well as if the noise is more than a one-off event, and will try to establish if anything can be done as far as is practically possible to reduce that particular noise.

6.4 Further to these investigations the site owner will communicate with the complainant within a reasonable period of time to advise as to whether the source of the noise has been identified and what if anything has been done to reduce or stop that particular noise.

6.5 Details of the complaint including date, time, weather conditions and action taken, including how and when the complainant was informed will be recorded in the noise complaint form provided at Appendix 1.

6.6 Each completed complaint form will be kept and made available for inspection by Wiltshire Council Officers and the police upon request.

6.7 A complaints section will be made available on the kennels website, www.malthousedogboarding.co.uk where the complaints form will be made available.

7.0 Review and responsibility

7.1 This Noise Management Plan will be reviewed by the Applicant annually. Newer versions of the Plan will be issued as and when necessary, with the mitigation and or operational changes highlighted.

7.2 It is the responsibility of the site operator to ensure that the Plan is enforced and that all staff are suitably trained. It is a contractual matter with all guests-thus making cancellation of the stay achievable in the unlikely event that proper management does not prevail.