

Corsham House

Management Plan for the Use and Operation of External Areas

November 2025

Plan

Our values and passion align with the character of Corsham House — a building of distinction, quality, and charm. We are committed to offering an experience that matches the integrity of the site. As with all our ventures, we take a long-term, responsible approach by being excellent employers, integrating fully with the local community, and becoming a valued local institution. The considered management of external spaces is central to this aim.

Our proposal carefully integrates the building and its surroundings, incorporating two defined external areas where food and drink will be served:

1. **Terrace** – Located to the rear of the building, the terrace is fully enclosed and sheltered by walls over 8ft high (and higher still on two sides adjoining the main building). Access is through the main entrance via the restaurant reception only. The terrace will provide approximately 30 seated covers, arranged on tables of two and four.
2. **Pavement Area** – At the front of the building, we will apply for a Pavement Licence for eight small tables of two. This will enhance the vibrancy of the High Street and will be served from the interior bar.

Trading in both areas will cease by **22:30** (and **22:00 on Sundays**), after which all external areas will be cleared of guests.

Community Liaison

As part of our Premises Licence application, we are engaging proactively with the local community — not only prior to opening but on an ongoing basis, at least annually, and through a community newsletter. The local community is central to our success, and maintaining good relations will be a priority.

Hours of Operation

Corsham House operates as a hotel, restaurant, and wine shop, open seven days a week throughout the year. Public access hours are as follows:

Day	Opening Hours	External Dining Hours*
Monday–Wednesday	10:00 – 00:00	10:00 – 22:30
Thursday–Saturday	09:00 – 00:00	09:00 – 22:30
Sunday	09:00 – 23:00	09:00 – 22:00

*External areas will close promptly at 22:30 (22:00 on Sundays).

Outside of operating hours, all external doors will be locked. Guests will be politely reminded to depart quietly out of respect for neighbours. Tables used under the Pavement Licence will be stored indoors overnight.

Staff mobile phone use and smoking outside the building will be controlled to prevent disturbance to neighbours.

Staff and Management

Effective management is central to our operation. Our experienced leadership team will ensure smooth, considerate, and professional management of all external areas.

Operational systems and standards have been developed to ensure consistent excellence in day-to-day operations.

- **Operations Director:** Charlie Luxton (Designated Premises Supervisor)
- **Shop Manager:** Responsible for off sales
- **Food & Drink Manager:** Responsible for on-sales
- **Assistant Managers:** Supporting both departments
- **Team:** Approximately 12 waiters/bar staff, plus one delivery driver
- **Reception:** Responsible for the hotel's 10 bedrooms, housekeeping, and cleaning operations

Transport

Corsham House is primarily a **locals' venue**, designed to serve nearby residents.

- On-site parking is limited and reserved for hotel guests.
- Electric vehicle charging points will be provided.
- We encourage guests to use **Newlands Road** or **Post Office Lane** car parks, or to arrive on foot or by bicycle (secure cycle racks included).
- Staff will be encouraged to walk or cycle to work rather than drive.

Security

Although the site is not considered high-risk, sensible precautions will be in place in line with local policy and advice.

- Intruder and fire alarm systems will be installed.
- External **CCTV** will provide additional safety while respecting privacy.
- All Premises Licence security best practices will be observed.
- The management team will engage with local **Crime Prevention** and **Community Safety Schemes**.

Servicing Arrangements

We are committed to consulting and collaborating with residents to ensure efficient operations with minimal disruption. Community meetings will be held at least annually.

All scheduled deliveries will take place via the **rear car park**, minimising impact on the public highway. Deliveries will be made by small to medium-sized vehicles, and all drivers will be required to switch off engines and radios during deliveries.

Typical delivery schedule:

- **Drinks:** Weekdays only
- **Laundry:** Twice weekly, weekdays only
- **Fresh produce & bakery items:** Delivered daily by small vans or on foot from local suppliers
- **In-house deliveries:** Conducted by van between 09:00–17:00

Where possible, deliveries will be consolidated to reduce vehicle movements in the area.

Servicing Noise and Operations

While the opening of a hospitality venue naturally increases local activity, our aim is to minimise noise disturbance.

As Corsham House is a **listed building**, full modern soundproofing is not possible, but measures such as **secondary glazing** in bedrooms have been installed. The focus will remain on sound operational controls and experienced management.

Special care will be taken when handling glass and bottles to reduce noise. Deliveries will only take place during **08:00–17:00, Monday to Friday**.

Waste will be stored off-street in a designated area and collected by a private contractor.

- Glass recycling will occur only **after 09:00 on weekdays** and **after 10:00 on weekends**.
- Waste handling noise will be minimised at source.

These measures are designed to ensure that servicing operations cause as little inconvenience as possible to nearby residents, supporting a positive and enduring relationship between Corsham House and the local community.

Conclusion

Through responsible management, proactive community engagement, and careful operational controls, Corsham House aims to operate harmoniously within its setting. Our goal is to create a valued local venue that enhances the High Street, contributes positively to Corsham's character, and becomes a source of pride for the community.