



The Lady Antrobus Trust

39 Salisbury Road | Amesbury | Wiltshire | SP4 7HH
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Noise Management Plan

Last Reviewed : January 2026

1) Controlling Internal Music Noise Levels

- DJs will be inside the Edmund Hall.
- DJs will be informed that bass bins are not permitted and must not be brought onto the premises.
- DJs will be informed that the bass must be kept low at all times.
- DJs will be informed that the volume must be kept at a level that cannot be heard by neighbours, after 2300.
- DJs will be informed that the volume will be monitored throughout the event, and that they may be asked to reduce the volume if necessary.
- clients will be informed that music needs to be kept at a certain volume throughout the booking period.
- at 2200 close the rear terrace, rear windows and rear double doors.
- at 2300 close the front windows and front double doors.
- at 2300 close the lobby/side door.
- at 2300 when last orders is called, reduce the volume of the music (cooling down period).
- at 2330 music ends.

2) Controlling External Music Noise Levels

- we host less than a handful of external events per year.
- volume to be kept at a reasonable level.

3) Monitoring

- to maintain a record of events with music start/finish time.

- duty manager to monitor the volume at North/South/East/West boundaries of the premises every 90 minutes, during any event.
- if the duty manager deems the music is too loud, the DJ will be asked to turn the volume down.

4) Communication

- dates/times of all bookings with music will be uploaded to the Antrobus House website and published on a dedicated 'neighbours' page.
- this page will be updated regularly and will list all bookings taking place within the next 4 weeks (rolling 4 weeks' notice).
- the page will include details of how neighbours can contact us, should they feel they are being unreasonably disturbed.
- neighbours will be invited to call the house number if they feel they are being unreasonably disturbed. It may not always be possible for us to answer the phone, in which case they will be invited to leave a message and we will get back to them as soon as possible during the event.
- neighbours will be notified of the link to the website via an initial letterbox drop – anyone without internet access will be invited to contact us and request notification of events via post instead.
- a contact form will also be included on this page, should anyone wish to email.

5) Complaints : handling

- during the event : whilst we will endeavour to answer any phone calls received, that won't always be possible. Callers will be invited to leave their name and number so we can call them back.
- during the event : all calls/complaints will be acknowledged and responded to, during the event, where possible (ie. if the caller has left a message with their contact details).
- we will advise neighbours/anyone complaining that we are more than happy to discuss any concerns with them face-face at the house and will gladly arrange a meeting.

6) Complaints : recording

- all complaints will be recorded and kept on file, noting the name of the person making the complaint; their address and telephone number; what time they complained; which booking was associated with the complaint; what caused the complaint; which member of staff handled the complaint; what action was taken, if appropriate.

Other Actions

- staff to deter guests from congregating at the side of the house near to the drop off bay.
- staff to encourage guests to leave quickly and quietly.
- staff to ensure all guests have vacated the premises by midnight, or soon after.
- clients to be pre-warned that any guests not complying with our requests to leave quickly and quietly may risk losing their damage deposits.
- clients and visitors to the house will be encouraged to pre-book taxis, ahead of leaving.
- event suppliers / caterers having to exit the premises via the rear terrace after 2200 to be requested to leave quickly and quietly.

Smoking Areas

- smoking is not permitted on the rear terrace.

- smoking area to be moved from the side of the house to the front of the house.
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Bouncy Castles / Outdoor Games

- to operate no later than 2100.

Deliveries

- restricted to office hours, where possible.

Rubbish / Recycling

- bottles to be disposed of quietly.
- rubbish bin lids will be closed quietly.