

Advice on managing noise from outdoor events with music - checklist

This advice checklist below provides noise control guidance to those planning an event with music. The advice follows national guidance contained in the **Code of Practice on Environmental Noise Control at Concerts**.

THINGS TO DO CHECKLIST	
Before the event	Done? Yes / No
Decide who will be the noise control person for the event.	
Appoint a noise consultant/or in house noise controller. Suitable consultants can be found by contacting the Association of Noise Consultants or the Institute of Acoustics: www.association-of-noise-consultants.co.uk . Tel: 01727 896092. www.ioa.org.uk . Tel: 01727 848195.	
Give your noise consultant a copy of the Requirements for Noise Consultants sheet which is attached to this advice sheet.	
Visit the event site and identify all properties which are likely to be affected by noise from the event. Make a list of all the addresses.	
Choose a mobile phone number which will act as a Complaint Hotline . The noise control person must have this mobile phone with them throughout the duration of the event.	
Write a letter and deliver it to all the addresses on the list you have made above. This letter should tell people about the event, the start and finish times and should suggest that people call the Complaint Hotline number if they want to make a noise complaint.	
Email a copy of your letter to our Environmental Public Protection team at noise@lbhf.gov.uk . In your email, include: <ul style="list-style-type: none"> • a list of addresses your letter has been delivered to, • the name and contact details of the noise control person, • the name and contact details of your noise consultant. 	
During the event	Done? Yes / No
Test the Complaint Hotline number to make sure it's working. It's usually best to have the phone on 'vibrate' as you may not hear incoming calls during the performance.	
Test the contact numbers you have for your consultant.	
Deal with any noise complaints in a professional way and take them seriously: <ul style="list-style-type: none"> • Ask the caller for their name, address and contact number. • Advise the person that their complaint will be investigated by your noise consultant. • Pass the details to your noise consultant and ask them to investigate. • Ask your consultant to let you know the outcome of their investigation. 	

<ul style="list-style-type: none"> • Re-contact the person who made the complaint to let them know what action has been taken. <p>If your consultant tells you the music is too loud, you must ensure that volume levels are reduced.</p> <p>Usually, the bass component of the music is the most disturbing, so reducing the volume of the bass is likely to help.</p>	
<p>Make sure the event finishes at the advertised time and does not over run.</p>	
<p>After the event</p>	<p>Done? Yes / No</p>
<p>Get a post-event report from your noise consultant and email a copy to our Environmental Public Protection team at noise@lbhf.gov.uk</p>	