

THINGS TO DO CHECKLIST

Before the event (where applicable)	Done?
1. Decide who will be the Noise Control Person for your event.	
2. Contact the Environmental Protection Team to discuss your proposed event, any requirements that they may have with regards to noise control including in some circumstances the appointment of a noise consultant.	
3. Where necessary appoint a noise consultant. Suitable consultants can be found through local search engines /business directories or through contacting Association of Noise Consultants or the Institute of Acoustics: <ul style="list-style-type: none"> • www.association-of-noise-consultants.co.uk Tel: 020 8253 4518 • www.ioa.org.uk Tel: 01727 848195 	
4. Give your noise consultant a copy of the Requirements for Noise Consultants sheet attached to this advice sheet.	
5. 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.	
6. 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.	
7. 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.	
8. Email a copy of your letter to envhealth@dover.gov.uk and 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	
9. 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.	
10. Test the contact numbers you have for your consultant.	
11. 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. • Where appointed pass the details to your noise consultant and ask them to investigate. • Ask your consultant to let you know the outcome of their investigation. • Re-contact the person who made the complaint to let them know what action has been taken. <p>If your consultant tells you the noise is too loud, you must ensure that volume levels are reduced. With respect to music noise it is usually the bass component of the music is the most disturbing, so reducing the volume of the bass is likely to help</p>	
12. Make sure the event finishes at the advertised time and does not over run.	
After the Event	
Provide to the Environmental Protection Team within 24hrs a list of all complaints received, actions taken and any other necessary information. If you have been advised to appoint a noise consultant also provide within 14 days a post-event report	