

Home Boarding – Noise Management Plan

1. Introduction

The Cav Club is a home boarding establishment in Winsford, Cheshire based at our family home and has been running since February 2023.

We have received no noise complaints in the last two years and have built a good reputation within the community and businesses within our area.

The Cav Club has proven policies and practices in place to manage dogs and take strict action on any excessive noise from barking.

We are located on a quiet residential estate at the end of a shared driveway which is shared with three other houses. There is no traffic that passes our house other than that of our neighbours and any delivery vans and bin collection vehicles.

Our customers drop off and pick up by car using the visitor's spaces at the side of the houses.

Our drop off and collection hours are usually between the hours of 08:00 and 18:00, seven days a week.

2. Noise Management Plan

The following noise management plan includes measures that would be recommended for adoption by management of the premises at 3 Hemmings Place, Winsford, Cheshire, CW7 3RZ.

1. Potential Noise Sources

Management understands that the identification and recognition potential causes of disturbance assists greatly in planning to avoid disturbances to the surroundings;

Dogs barking would be expected to be the loudest noise associated with the premises and although levels are predicted to be low in the residential accommodation above, measures should always be taken to minimise noise where possible.

2. Management Controls

The responsibility for the management controls will be assumed by the manager. Other members of the household may assume the role with suitable training.

To minimise noise break-out from the premises, the external doors and windows to the premises will be kept closed when dogs are being kept in the boarding areas (unless in days of excess heat)

The number of dogs will be limited to that of the licence.

Animals will be housed within the building only, external doors and windows will remain closed (other than for the use of ventilation).

The garden area will be used for short periods of time for toilet breaks and periods of play where dogs will be supervised.

Dogs attend at set dates and are introduced to each other at set dates and times minimising new dogs meeting each other and creating a calm boarding environment.

Management are OFQAL trained in Animal Management and attend regular training.

3. Dog screening procedure

All new dogs to The Cav Club are screened to identify the character of individual dogs, very early on. They are also screened with our resident dogs, if successful we move onto a trial night. A thorough assessment with the owner is also undertaken to understand the dog's suitability for the environment.

If the dog is vocal (or unsuitable due to any of our criteria) they will not be accepted to boarding.

4. Removal of an unsuitable dog.

Should a dog, who has been accepted, then engage in excessive barking, The Cav Club follow strict guidelines in removal of a dog.

In the first instance the dog is removed to an isolated area to investigate the reason why the dog is barking. The Cav Club believe a dog should enjoy a relaxed and stress-free stay and cannot tolerate any noisy dogs. Owners are contacted (or an emergency contact) and the dog is picked up in a timely manner. The dog will remain with a member of the household until it is collected.

Any dog removed will be asked not to return to boarding.

5. Neighbour relations

The Cav Club welcome a friendly, open and informative relationship with nearby residents to allow concerns to be raised and addressed without hostility.

Many of our neighbours have dogs of their own who make noise of their own.

6. Complaints Procedure

We have an open, honest and friendly relationship with our neighbours, and they will approach us at the door if there are any concerns. We are also on a community Facebook page where any issues can also be opened and discussed via private message.

A timed and dated log of any comments and complaints will be kept on file, including actions taken and any responses given.

Any complaints will be addressed promptly, with a response as well as any future actions or improvements that can be implemented.

A sample complaint log is attached below:-

Sample Comment and Complaint Log

[illegible]