

Noise Management Plan – Balmuirfield House

Aim of this report:

- To identify potential risks of noise by guests who may stay or visit within the areas prescribed for yurts or the main residence.
- To show that we are committed to being a good neighbour in the community and have a manageable plan in the result of a disturbance/complaint.
- To avoid/reduce noise complaints in short term rental property at Balmuirfield House and Yurts.
- To ensure that guests have the best experience during their stay.

Why Noise Management is Crucial:

- The owners are very conscious about noise levels and the need to be a good neighbour. They have invested considerable time and money restoring the land with the hope of turning it into a small, bespoke eco-tourism hub that is a haven for natural wildlife. This includes keeping a selection of animals on site.
- Being considerate of the community is not just good ethics but also good business; the owners are keen to avoid noise complaints which could tarnish their reputation and lead to loss of business.
- Legal Consequences - Unaddressed noise issues can lead to enforcement actions from the Environmental Health Office (EHO) and can affect the renewal of licenses.

House Rules:

Guests are asked to read a manual before the commencement of the stay. This includes making them aware of any activities that could lead to excessive noise. The owners will also endeavour to:

- Screen guests thoroughly before accepting bookings to root out those who may be most likely to cause vacation-rental noise complaints.
- Communicate rules and expectations in listings, guest correspondence, and on-site at the rental property; to minimise the potential for vacation-rental noise complaints
- Includes the use of signage across site where excessive noise could become an issue.

Quiet Hours:

Balmuirfield House will designate “quiet hours” typically between 10 pm and 8 am during which guests must keep noise levels to a minimum. The use of speakers and music at this time will be prohibited outside. In the main house, guests are asked to ensure all windows and doors are closed after 11pm to avoid noise disturbance that could affect local residences.

24/00224/FULL & 24/00225/Full – Noise Management Plan

It is worth noting that we have livestock on site that are sensitive to excessive noise; the animals work on a circadian rhythm and the owners endeavour to feed them to avoid unnecessary stress and noise.

Exceptions: We are conscious that some guests may arrive or leave outside of these times (flights, trains, work, etc.) however we would ask them to be courteous and considerate. Some guests may have pets that need toilet breaks, etc.

Communication Strategy:

House Rules and Quiet Hours will be posted in the house and a copy / version will also be posted on the website online, including a .pdf version of this document.

These should be communicated clearly to the guests both before and during their stay, verified during check in.

Noise Monitoring:

Balmuirfield House will make guests aware that noise levels are monitored in the property and that penalties may apply for violations, including forfeit of deposit. The owners have their phone numbers and email on the website should members of the public have concerns about noise levels.

Noise Risk Assessment & Action Plan:

Steps to Managing Noise issues include -

1. Contact the lead guest if the noise level exceeds a certain limit (primarily this will apply to the quiet hours operation).
2. Monitor every 5 minutes until the noise is reduced.
3. Re-visit the site if the problem persists.
4. Evict the guest in the morning as a last resort.

Outcomes and Benefits

By proactively managing noise levels, we aim to reduce noise complaints to a minimum. This plan will be ongoing and revisited periodically.