



**Victoria Stakes**  
1 Muswell Hill, London N10 3TH  
Noise Management Policy

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On behalf of: Premium Pubs 1 Limited  
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**Big Sky Acoustics document control sheet**

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## **Noise Management Policy**

We operate a considerate business that is part of the local community. There are some mixed use live/work units adjacent to our courtyard space and also residential properties to the rear of the courtyard. These could be affected by noise from the external areas of the pub and we realise that we must not disturb people in their homes. That is why we will manage all noise from Victoria Stakes and this becomes even more important later in the evening when our neighbours may be resting or sleeping. We therefore have a comprehensive approach to managing noise from the premises and we pay particular attention to strictly controlling all activity outside.

The following points are key to our Noise Management Policy:

- We will endeavour to ensure that all noise emanating from the premises will not cause a nuisance at any residential property.
- Arrangements are in place to ensure that deliveries only take place between the hours of 07:00 - 21:00hrs, Monday - Saturday except where access at other times is unavoidable and specific procedures are in place to limit disturbance.
- Glass recycling can make noise. No empty bottles are tipped or thrown into outside storage receptacles between 23:00 - 07:00hrs.
- Refuse and recycling collections are made at the times allocated for the area. We ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently.
- Except for servicing, maintenance and safety reasons, fire doors and service doors to the pub building are kept closed after 21:00hrs. Emergency exits and service doors will not be propped or held secured open when the premises are trading and there is any noisy activity inside. Doors in regular use will be fitted with soft closers and these will be adjusted to ensure doors do not slam.
- Emergency exit doors in public areas have notices saying that they must only be used in an emergency.
- The main entrance door has a lobby to prevent the escape of noise.
- All doors and windows shall remain closed during regulated entertainment, as far as reasonably practicable.
- Our sound system is controlled to operate at a preset maximum level. If noise is breaking-out from the building we will limit the sound system to an acceptable level.
- Given the style of the business and operating hours this means that there will be a gradual departure of customers and we will not be at capacity when we close.
- Internal noise levels will be reduced during the last 15 minutes of trading and the music will become more down-tempo ensuring a gradual exit of remaining customers as the evening winds-down.
- Clear notices are prominently displayed at the exit requesting customers to respect the needs of local residents and to leave the area quietly.

- Patrons will be encouraged to use public transport or pre-book taxis. We will recommend an Uber pick-up location for our patrons as well as manage the pub location in the popular taxi apps whenever possible. Many of our customers, and a number of our employees, are local and simply walk home.
- There are clearly signed toilet facilities which are available for patrons at all times. Employee training includes the provision that any patron in the process of leaving the building can use the toilets on their way out.
- All customer-facing employees are given appropriate instructions and training to encourage patrons to leave the building in a controlled manner. Patrons will be supervised outside of the premises to ensure quick dispersal from the immediate area upon closing time.
- Patrons will not be permitted to congregate outside the building.
- We attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of how we operate Victoria Stakes. Particular emphasis will be placed on maintaining close links with local residents including hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.
- The telephone number for Victoria Stakes (020 8815 1793) is published on our website and our immediate neighbours have our contact details so that they can call if they have any concerns about the premises. Any complaint will be recorded noting the date and time of complaint, the approximate location of the complainant, a description of the noise and how it is affecting the complainant, and the follow up action. We will share the complaint record with authorised officers of the London Borough of Haringey on request for the purposes of investigating a formal noise complaint made to the council.
- Noise management procedures are an integral part of our employee training.
- We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.

### **Use of the covered courtyard area**

The use of the areas outside the pub are long established, however we are aware that when we hold events this has given rise to complaints when those events include amplified speech and music. We therefore propose the following restrictions on activities in the courtyard area:

- There will be no use of a microphone outside after 20:30hrs.
- The area will be closed at, or before, 23:00hrs.
- We will use the same sound system which is owned and operated by the premises to ensure consistency in the operating level. This sound system will be set to ensure there is no public nuisance and the limiter level is tamperproof.

*Victoria Stakes Management Team*

Issue date: January 2026

Next review due by: July 2026