

Renaissance Hotel Redevelopment, Manchester – Neighbourhood Management Strategy

1. Noise Management Plan

Music Management Policy

A mix of background complementary music will be played in the Hotel throughout the day at an agreed set level. The hotel will engage a specialist acoustic company to mitigate any noise break-out from plant and/or any internal systems in accordance with local authority requirements.

On occasion, the hotel may employ live artists or bands to play at the Hotel as part of the cultural activation of the space, but any such event will be held at acceptable noise levels in consultation with the Local Council's Environmental Health Department.

Any music played on the open-air roof terrace on the 14th floor, will be held at an acceptable noise level, and will be turned off completely at a time agreed with the Local Council's Environmental Health Department.

Departing Visitors/Guests: The hotel will ensure the quiet dispersal from the premises and manage customer behaviour. An SIA Licence Holder will always be on site to observe and regulate visitor/guest dispersal.

Traffic Noise: The hotel will ensure measures are in place so that deliveries to site are managed effectively, causing minimum impact to our neighbours.

Local Relations: The hotel will send out advance notice to local stakeholders to inform them of any changes to the way the premises may operate. A telephone number will be provided on the hotel website that goes directly to the Duty Manager. A note of all calls received will be logged, and appropriate action taken. The hotel is always open to direct dialogue with both our commercial and residential neighbours.

Noise Monitoring: noise levels will be monitored using sound level meters where appropriate, by the Security Team, or the Duty Manager. The noise levels will be logged, and if found to be above the agreed levels, the sound will be reduced. The music systems installed will include an in-built volume level limiter.

Communication: The hotel employees will communicate via portable handheld radios, and by mobile phone.

Smoking: The hotel will prominently display signs in any areas designated for smoking, requesting that customers use the areas considerately and quietly, and leave it immediately once they have finished their cigarette.

Updating: The Noise Management Plan will be regularly checked and updated as necessary. E.g. changes to the site build or layout, introduction of new equipment or activities, increase in scale, following a complaint, or when monitoring procedures identify that controls are inadequate.

2. Protecting Children from Harm

All children under the age of 18 shall be always accompanied by a responsible adult on the premises after 1900 hrs.

Any lost children will be accompanied to the Security Office or Management Office whilst their parent/guardian is located.

Any employees responsible for the care of these lost children will be DBS vetted.

Protection of children is further enforced through implementation of age verification and Challenge 21/25.

3. Dispersal Policy

The hotel dispersal policy will be implemented to assist in the promotion of licensing objectives. This document is subject to change from time to time as it is a working best practice document, and may change through discussions with interested parties, and more specifically our residential neighbours.

Part of that dispersal policy will be the staggered closing of the ground floor lobby bar, the 13th floor restaurant and finally the 14th floor bar. This strategy will allow for an orderly dispersal of all venues without causing public nuisance to residents in the evenings.

The hotel will strive to work hard to build and maintain good relations with all commercial and residential neighbours. The hotel will have a dedicated Neighbourhood and Community Partnership representative based onsite, who will work closely with all partners in the local area to ensure that the premises are making a positive contribution, and keeping everyone informed of our activities.

The hotel is aware of the potential for neighbourhood noise and disturbance when customers leave at closing time, and will implement a dispersal policy to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours.

Every effort will be made to minimise any potential nuisance, and it will be the responsibility of employees to support this policy, through terms of employment and regular training.

The hotel will refuse entry to the premises to any person who appears to be under the influence of alcohol, drugs, or any other psychoactive substances.

In relation to dispersing visitors or guests at closing time, the hotel will have the following practices and guidelines in place to ensure that we avoid undue disturbance or nuisance to our neighbours:

- Effective management of customer behaviour whilst on the premises
- Adequate employee to customer ratio
- Duty Manager present at Front of House
- SIA trained Door Security Staff appointed on a risk assessment basis each night to assist with dispersal, and in any event, maintaining a 24-hour security presence
- Responsible drinking practices. E.g. official measures, properly trained staff, challenge 21/25
- 24-hour presence of Personal Licence Holders
- Appropriate signage at exit points asking guests to leave quietly and respect our neighbours
- Staff at exits to reinforce this message

- 24-hour taxi management
- Staff will be trained as to direct to the nearest tube/metro/bus stations and routes
- A 30-60 minute drinking up time is incorporated into the Hotel operating system to ensure that customer dispersal is gradual
- Waste disposal processes to ensure no noise is heard 'after hours'
- All incidents of crime, disorder, or nuisance, are to be reported to the Duty Manager, and investigated immediately
- The Designated Premises Supervisor shall ensure that the details of all complaints are recorded in the daily occurrence book, and such complaints shall be investigated to ensure that ways to prevent the complaint from happening again, can be identified
- The hotel will not tolerate departing customers congregating outside of the premises in the sensitive hours, and they will be asked to move on quickly and quietly with assistance offered where necessary
- The hotel will always be aware of activity outside of the premises, and endeavour by their presence to minimise antisocial behaviour, regardless of whether they are visitor to the hotel or not
- Robust vetting and management of patrons entering and exiting the premises, alongside due vigilance and appropriate enforcement of patron's behaviour whilst inside the premises.
- Screening of customers at the ground floor, combined with strict staff-controlled access to hotel lifts, will add a level of customer vetting not seen in most premises
- Control of customers passing between the 13th and 14th floor, which can only be achieved with permission, as access (even by the lift) is controlled by staff fob access.

4. Lost Property

Any and all lost property will be kept securely in the Security Office for a minimum period of 1 month, and a maximum period of 3 months.

Perishable items will be disposed of immediately.

All items will be logged on the Lost & Found Log

Guests/visitors who have lost any item(s) will be able to liaise with FoH/Security Team, to quickly assist in having said property collected/returned.