Submitted via the Planning Portal
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NEW WORLD PAYPHONES

8 January 2026

Development Management
Manchester City Council

Dear Sir/Madam

TOWN AND COUNTRY PLANNING ACT 1990

DISCHARGE OF CONDITIONS ASSOCIATED WITH APPEAL DECISIONS: APP/B4215/W/24/3348832 & APP/B4215/H/24/3348833

27–29 King Street West, Manchester

On behalf of New World Payphones, please find enclosed an application for the discharge of Conditions 3 and 4 attached to the planning permission granted pursuant to appeal reference APP/B4215/W/24/3348832 (decision dated 5 February 2025) for the installation of a replacement telephone kiosk at 27–29 King Street West, Manchester.

A copy of the appeal decision is enclosed wit this submission for reference.

Planning Framework

This submission is made under Section 74A of the Town and Country Planning Act 1990 (as amended) and the Town and Country Planning (Development Management Procedure) (England) Order 2015.

In preparing the enclosed information, regard has been had to the Planning Practice Guidance (PPG) on Noise and the Use of Planning Conditions.

Under the discharge of conditions regime, the applicant is required to provide sufficient information to enable the local planning authority to be satisfied that the requirements of each condition have been met.

The authority is required to issue a decision within eight weeks of receipt of a valid application unless a longer period is agreed in writing; subject to the statutory exclusions, deemed discharge provisions may apply where no decision is issued within that timeframe.

Submitted Information

The following documents are submitted for consideration in respect of Conditions 3 and 4 of the Inspector's decision:

Condition 3 — Noise Management Plan
A document titled "Noise Management Plan – NWP Communications Kiosks (Manchester City Centre)", which:

- Identifies the relevant noise sources associated with the kiosk (handset and internal cooling fans) and confirms that there are no external speakers or broadcast audio.

- Demonstrates that any operational sound from the kiosk will be modest and controlled, and is expected to remain negligible in the context of typical city-centre ambient noise levels, with procedures in place for monitoring, remote adjustment and complaint handling.

Condition 4 — Management, Monitoring and Maintenance Plan

- The existing "New Communication Kiosk Management Plan" (October 2025), which sets out the general management, inspection and maintenance regime for the kiosk estate.

- A site-specific "**Management Addendum – Remote Monitoring, Noise and Light Control**" (overleaf), which supplements the October 2025 plan by explaining in detail how the remote management system operates, how the kiosk is monitored to ensure agreed noise and light levels are maintained and not exceeded, how faults are detected and escalated, and the typical response times for both remote and on-site interventions, in line with paragraphs 33 and 34 of the Inspector's decision.

Taken together, the enclosed documents are submitted to demonstrate full compliance with the requirements of Conditions 3 and 4 and to provide a clear and robust framework for the ongoing management of the kiosk at this location.

I would therefore be grateful if you could confirm the formal discharge of **both conditions** within the statutory determination period.

Should you require any further clarification, or wish to discuss any aspect of the submission, please do not hesitate to contact me.

Yours faithfully,

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NEW WORLD PAYPHONES

Management Plan Addendum – Remote Monitoring, Noise and Light Control

(For reading alongside the New Communication Kiosk Management Plan, October 2025)

Public Telephone Kiosk outside 27–29 King Street West, Manchester M3 2PN

Purpose and Status

This Addendum sets out how the communication kiosk will be maintained and managed to ensure that agreed noise and light levels are maintained and not exceeded, including details of the remote monitoring and control systems, how the operator is alerted if any fault is detected, and what action is taken, including response times.

It is submitted to discharge Condition 4 of the planning permission for the kiosk at King Street West and is intended to address the Inspector's requirement that the management plan explain how the remote management system operates and what the response times are (Inspector's paragraph 33). It should be read alongside the "New Communication Kiosk Management Plan" (October 2025) and the separate Noise Management Plan submitted pursuant to Condition 3.

Remote Monitoring and Control

Each kiosk is equipped with a secure 4G/LTE router providing continuous connectivity to a central network management system. This enables near real-time monitoring of key operational parameters, including display status, backlight intensity, internal temperatures, cooling-fan operation, power draw and communications status.

The remote platform is configured to detect anomalies or deviations from normal operating profiles, such as display faults, abnormal temperature readings, unusual cooling-fan behaviour or loss of communications. The system interfaces with the digital display control platform so that luminance profiles and cooling settings can

be managed centrally and adjusted if required, while remaining within the limits set by planning and advertisement conditions.

Noise and Light Sources

The kiosk does not incorporate any external loudspeakers and does not broadcast audio into the public realm. Telephony sound is emitted only via the handset, calibrated for close-range intelligibility for the caller and not for audibility at distance.

The only mechanical noise source is the small fan-based cooling system within the Waferlite digital advertising unit, which is enclosed within the kiosk structure. Fan speed varies automatically in response to ambient temperature and solar loading. Under typical conditions the fans operate at around 50% of maximum speed, corresponding to an average noise level of approximately 51 dB(A) at source; on rare, very hot and sunny days, short-term fan noise may rise to around 68 dB(A) at source.

The digital display is configured so that luminance is automatically controlled in accordance with the approved daytime and night-time limits (set out in the associated express consent). Ambient-light sensing and pre-set profiles ensure that the display is neither excessively bright nor unduly dull and cannot be operated above the agreed maximum luminance levels.

Fault Detection, Alerts and Logging

The kiosk's control systems continuously self-check for faults or anomalies. If an issue is detected – for example, a display failure, over-temperature event, abnormal fan profile, loss of communications or power irregularity – an alert is generated and sent almost instantly to the central management platform.

Each alert includes the kiosk identifier, time and date, fault code and available diagnostic data, allowing operations staff to identify whether there are potential implications for noise or light emissions. All alerts, operator actions and outcomes are recorded in the central log.

Remote Remedial Actions and Response Times

In the first instance, the operator will seek to implement appropriate remote remedial action within 4 hours of an alert being generated, wherever reasonably practicable. Typical remote actions include:

- Rebooting the kiosk or media player systems.
- Resetting or re-profiling the display backlight and luminance settings within the agreed limits.
- Adjusting cooling-fan control parameters (for example, moderating peak fan speeds or altering temperature thresholds).
- Applying software or configuration updates to clear identified errors.

If remote actions restore normal performance and confirm continued compliance with agreed noise and light limits, no site visit is required. Where an issue cannot be rectified remotely, or where there is any doubt about compliance, the incident is escalated for an engineer attendance, supported by the diagnostic information collected.

The operator's objective is that issues materially affecting noise or light emissions are resolved – either remotely or via an engineer visit – within 24 hours of the initial alert wherever reasonably practicable. Where a complete fix cannot be achieved in that period, interim measures are implemented to ensure agreed levels are not exceeded.

Safe Modes and Interim Controls

Where monitoring or fault diagnostics indicate a problem with systems linked to noise or light control, the kiosk can be placed into a safe mode pending investigation. Depending on the nature of the issue, safe-mode measures may include:

- Switching the digital display to a blank, black screen or a static low-brightness state.
- Reducing screen luminance to a conservative level within the permitted range.
- Adjusting the cooling profile so that fan speeds, and therefore fan noise, are kept as low as is compatible with safe operation.

Safe-mode settings can be applied remotely and remain in place until an engineer has attended site and confirmed that normal operation can resume in compliance with the approved limits. All safe-mode activations and their reasons are recorded in the central log.

Physical Inspections, Maintenance and Noise/Light Checks

Remote monitoring is supplemented by regular physical inspections, cleaning and maintenance visits (typically on a bi-weekly cycle). During these visits, engineers:

- Inspect the kiosk structure, glazing and fixings.
- Check that the handset and telephony equipment are functioning correctly.
- Observe the digital display for brightness, stability and any visual faults.
- Listen for abnormal or excessively loud fan noise.
- Check for obstruction or damage to vents and cooling inlets.

Any issues identified on site that could affect noise or light emissions are recorded and either resolved immediately or fed into the central system for follow-up, which may include further remote adjustments and, where required, a return visit.

Complaints, Local Feedback and Review

Contact details for NWP's operations and management team are provided so that the local planning authority, police or members of the public can report concerns that a kiosk may be causing an adverse noise or light impact.

Upon receipt of a complaint, the operator will:

- Log the details of the concern (location, time, nature of issue, and complainant details where provided).
- Review relevant remote-monitoring data (for example, fan-speed profiles, display status and any alerts) for the period in question.
- Where appropriate, implement immediate remote adjustments or a safe-mode configuration.
- Arrange a targeted site visit where necessary to observe the kiosk and, if required, take spot checks.

Repeated or substantiated complaints may lead to a more conservative, location-specific configuration (for example, a more cautious cooling profile or

tighter luminance cap) being applied to that kiosk, while maintaining safe operation and the public-benefit functions of the unit.

Patterns of alerts, complaints and safe-mode interventions are periodically reviewed as part of the operator's wider estate-management process. Where evidence suggests that changes to operating parameters or procedures are necessary to ensure that agreed noise and light levels remain within acceptable bounds, this Addendum will be updated in consultation with the local planning authority.