

This advice sheet and checklist provides noise control advice to those planning an event:

- with only acoustic or quiet background music
- with amplified music lasting for 1 hour or less

For events with amplified music lasting more than 1 hour, download the advice sheet, **Noise Control at Outdoor Events with Music**, from www.luton.gov.uk/eventnoise.

| THINGS TO DO CHECKLIST | |
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| Before the event | Done? Yes / No |
| 1. Decide who will be the noise control person for the event. This person will deal with complaints and will control noise on the day of the event. | |
| 2. Visit the event site and make a list of all addresses which may be affected by noise from the event. | |
| 3. Choose a mobile phone number which will act as a Complaint Hotline. The noise control person must have this mobile phone with them throughout the event. | |
| 4. Write a letter and deliver it to all the addresses on the list you have made above. This letter should tell people about: <ul style="list-style-type: none"> • the event (you could offer free tickets and invite people along) • start and finish times • the Complaint Hotline number if they want to make a complaint. <p>For events in St Georges Square, see below for a list of addresses.</p> | |
| During the event | |
| 5. Place generators away from residential properties and if possible behind a building or screen. Always use the quietest generators available. | |
| 6. Test the Complaint Hotline number to make sure it's working. It's usually best to have the phone on 'vibrate' as you may not hear calls during the event. | |
| 7. Walk around the local area regularly. Listen out for music noise from the event at the nearest houses, flats and businesses. Make a note of the areas you've visited and what you heard. | |
| <p>If you can hear music from the event, reduce volume levels as much as possible. Usually the bass part of the music is the most disturbing, so reducing the volume of the bass can help.</p> | |

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| <p>8. Deal with any noise complaints in a professional way and take them seriously:</p> <ul style="list-style-type: none"> • Ask the caller for their name, address and contact number • Advise the caller that their complaint will be investigated • Listen to noise levels near to the caller's property • Take action to deal with any noise problems • Call the person who made the complaint to let them know what you have done • Make a note of everything you do. | |
| <p>9. Make sure the event finishes at the advertised time.</p> | |

Any questions?

Please contact the Environmental Protection team.

- (01582) 510 330
- environmentalprotection@luton.gov.uk
- www.luton.gov.uk/eventnoise

Residential properties near to St Georges Square

Flat 1 - 35, Aldwyck House, Dunstable Place, Luton, LU1 2QT (35 flats)
 Flat 1 -11, Leeds House, 68-72 George Street, Luton, LU1 2BD (11 flats)
 Flats 1 – 41, Collingdon Court, Collingdon Street, Luton, LU1 1ST (41 flats)
 Guildford Hall, Guildford Street, 80 – 94 Guildford Street, Luton, LU1 2PA
 The Manager, Best Western Menzies Strathmore, Arndale Centre, Luton, LU1 2TR