



# Shisha Terrace management plan

830 Uxbridge road, Hayes UB4 0RR

This document contains the proposed sound proofing materials, methods and layering in order to manage the noise produced by the shisha terrace.

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## 1 Staff training

### 1.1 Site

The site is located on 830 Uxbridge road, in the Borough of Hillingdon.

The Architecture : Original building replaced by an inter-war building. Two storey building in light brown bricks, hipped pantile roof. Chimney stacks on either side. Original windows, now replaced by UPVC and entrance altered.

Historical: Considered to be the earliest recorded inn in Hayes (1665); had been licensed pre 1800s. One of the oldest landmarks associated with Hayes.

The proposal is for the change of use of the existing external smoking area to shisha terrace, placed on the east facing elevation of the existing building.

### 1.2 Objectives

The objective with this management document is to clarify the measures that have been taken to minimise the noise impact on the neighbours. This document also contains A detailed statement that explains how we will minimise any noise and/or disturbance from the shisha area. This includes the times the terrace will be in use, how we will manage noise compliance and how we will ensure noise levels are kept to a minimum in this area.

And finally the management plan will continually be reviewed over time so that these measures can be updated and changed if needed.



## 2 Noise management

### 2.1 Noise barrier

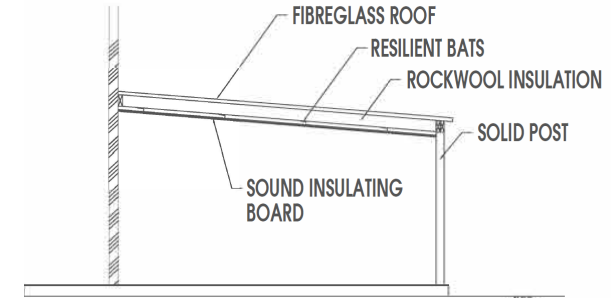
#### Roof

The shisha terrace roof will be fitted with noise reducing rockwool insulation. Preventing any noise disturbance from reaching the HMO and containing it within the premisses.

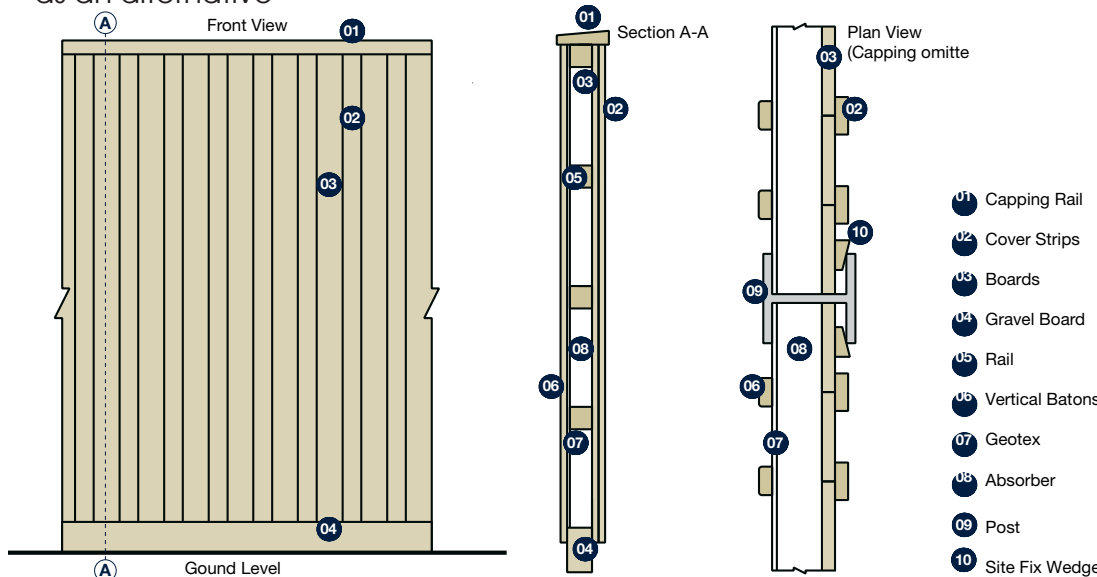
#### Side panels

The design and height to suit specific requirements. Maximum height 5 metres. The JCW Absorbent Sound Screen conforms and tested to BS EN 1793. Also tested and complies to BS EN 1794-1 and BS EN 1794-2. Complies with Highways Sector Scheme 2C for the prefabrication of environmental barriers.

Design in accordance with specification for Highway Works Clause 2504. Treatment to Sector Scheme 4. Height of JCW Absorbent Sound Screen is variable to suit specific locations. Post centres at 3.0m unless otherwise specified. JCW Absorbent Sound Screens can also be fitted to timber posts as an alternative



Essential Characteristics	Requirement clauses in this European Standard	Level and/or classes	Declared value
Reaction to fire Euroclass characteristics	4.2.6 Reaction to fire	Euroclasses	A1
Release of dangerous substances to the indoor environment	4.3.13 Release of dangerous substances	—	NPD
Acoustic absorption index	4.3.11 Sound absorption	Declared $\alpha_p$ and $\alpha_w$	NPD
Impact noise transmission index (for floors)	4.3.9 Dynamic stiffness	Declared $s'$	NPD
	4.3.10.2 Thickness, $d_L$	Declared $d_L$ and T Class	NPD
	4.3.10.4 Compressibility $c$	Declared $c$ and CP Level	NPD
	4.3.12 Air flow resistivity	Declared $AF_r$	NPD
Direct airborne sound insulation index	4.3.12 Air flow resistivity	Declared $AF_r$	NPD
Continuous glowing combustion	4.3.15 Continuous glowing combustion	—	NPD
Thermal resistance	4.2.1 Thermal resistance and thermal conductivity	Declared $R_{90/90}$ and/or $\lambda_{90/90}$	$\lambda(90/90) = 0.038$ W/mK
	4.2.2 Length and width	Declared $l$ and $b$	$\pm 3$ mm and $\pm 5$ mm
	4.2.3 Thickness	Declared $d$ or tolerance class T	T4
	4.2.4 Squareness	Declared $S_b$	$\pm 2.5$ per 500mm
	4.2.5 Flatness	Declared $S_{max}$	$\pm 6$ mm
Water permeability	4.3.7.1 Short term water absorption	Declared $W(P)$	NPD
	4.3.7.2 Long term water absorption	Declared $WL(P)$	NPD
Water vapour permeability	4.3.8 Water vapour transmission	Declared $\mu_1$ or Z	MU1
Dimensional Stability	4.3.2 Dimensional Stability	Declared DS	NPD
Compressive strength	4.3.3 Compressive stress or compressive strength	Declared CS Level	NPD
	4.3.5 Point load	Declared $F_p$	NPD
Durability of reaction to fire against heat, weathering, ageing/degradation	4.2.7 Durability characteristics <sup>a)</sup>	<sup>b)</sup>	NPD
Durability of thermal resistance against heat, weathering, ageing/degradation	4.2.1 Thermal resistance and thermal conductivity	Declared $R_{90/90}$ and/or $\lambda_{90/90}$ <sup>c)</sup>	NPD
	4.2.7 Durability characteristics	<sup>d)</sup>	NPD
Tensile/Flexural strength	4.3.4 Tensile strength perpendicular to faces <sup>e)</sup>	Declared TR Level	NPD
Durability of compressive strength against ageing/degradation	4.3.6 Compressive creep	Declared $X_c$ and $X_t$	NPD



## 2.2 Staff training

The staff will be trained to:

- Assess the risks of noise
- Identify noise actuators
- Identify measures required to eliminate or reduce risks
- Make sure a member of management is aware of the situation

Once management is aware of the noise they can eliminate or reduce it by using good practice and known control and management solutions. This with the preventive measure such as obtaining quieter tools and machinery and passive noise insulation. Will contain the noise pollution from high risk areas such as the terrace.

Together with good practice it is also important to control the restaurant capacity, so the legal limits on noise exposure are not exceeded. Fast-paced restaurant environments tend to become crowded fast. Lobbies fill up, bar stools become occupied. For serving staff this means high turnover and the chance to make more in tips. But, it is important to set a limit and make sure the staff is aware of said capacity measures.

Lastly the restaurant managers have to keep an eye out on both the back and the front of the house. Ensure communication lines are open for all: back of house, front of house, and diners.



## 2.3 Engaging with our neighbours

We have been running successfully and without any noise complaints for over 8 months. The management personally visited all the neighbours and built a direct line of communication with them.

If there was ever a problem, it would have been dealt with swiftly and without hesitation. This builds trust and you gain respect from the local community.

## 2.4 Responding to complaints

we stated in 2.3 we have built a direct line of communication with the neighbours, any complaints will be handled the very same hour. Aside from the noise prevention methods we have also contracted a parking authority for the parking bays and given our neighbours access to use these for their guests. Everything in and outside the restaurant is monitored and managed.

As per our complaints procedure we always follow 4 steps:

1. When a complaint is made –We listen and pay attention. ...
2. Empathize and apologize for the situation. ...
3. Offer and execute a solution to the complaint in restaurant dialogue. ...
4. Follow-up and implement changes if required.



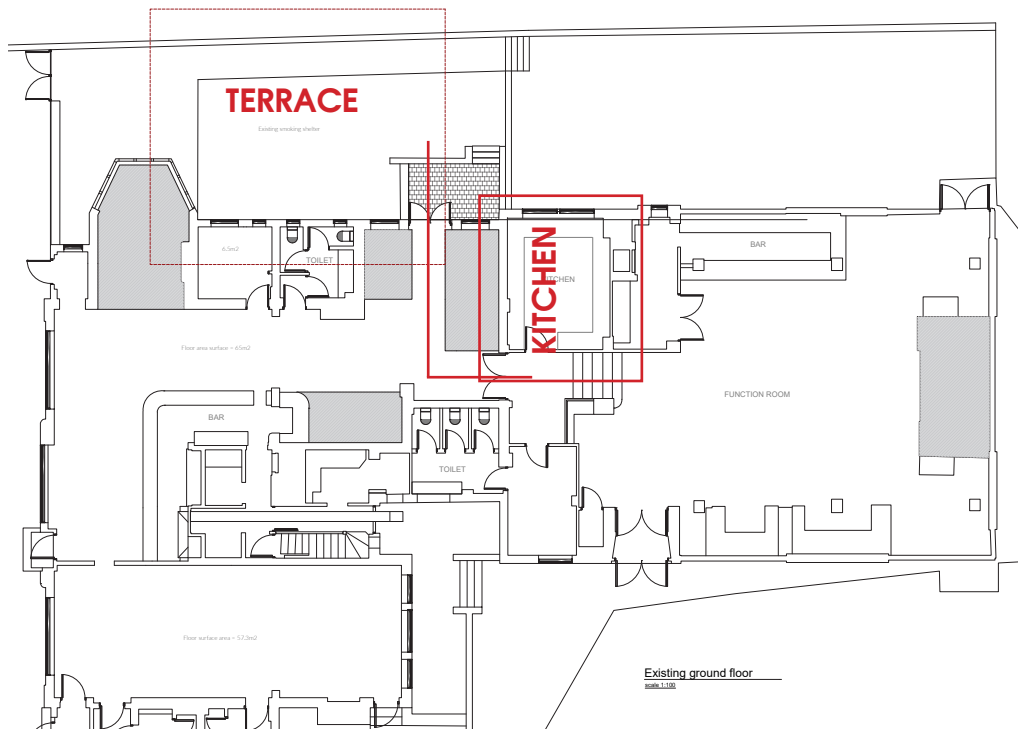
### 3 Shisha terrace operating hours

#### 3.1 Operational hours

Our operational hours will be based on the same hours Hunterz Lounge on 870 Uxbridge road.

#### 3.2 Serving the shisha terrace

The kitchen is allocated within 10 meter distance from the terrace. Giving us a direct pathway and the least resistance possible for serving food.



📍 870 Uxbridge Rd, Hayes UB4 0RR

🕒 Open now ^

Tuesday 3pm–2am

Wednesday 3pm–2am

Thursday 3pm–2am

Friday 3pm–2am

Saturday 3pm–2am

Sunday 3pm–2am

Monday 3pm–2am

[Suggest new hours](#)

🛡️ **Health and safety:** Reservations required · Temperature check required · 3 more

📅 Find a table  
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