

NOISE & VIBRATION MANAGEMENT PLAN

Unit 1a St Michaels Cl, Aylesford ME20 7BU

Elliot Environmental Drainage Ltd

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Oaktree Environmental Ltd

Waste, Planning & Environmental Consultants



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Document History:

Version	Issue date	Author	Checked	Description
1.0	20/03/2024	JU	DY	Internal draft
1.1	01/07/2024	JU	DY	Updated draft

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1 Introduction

1.1 Site history / background

1.1.1 Oaktree Environmental have been commissioned by Elliot Environmental Drainage Ltd to prepare a Noise Management Plan for a site at Unit 1a St Michaels Cl, Aylesford ME20 7BU. This report is to be submitted in support of planning and permit applications. Planning permission was originally granted in 2020, the consent having been subsequently implemented. However, a reconfiguration to internal and external layout has been proposed, requiring a further planning application. The planning application is being submitted to Kent County Council (KCC). An Environmental Permit (EP) is also required for the operation. An EP application is being submitted to the Environment Agency (EA). Relevant findings of the noise assessment are incorporated into this management plan which will outline the methods by which Elliott Environmental Drainage Ltd will assess and minimise the potential impacts of noise generated through the operation of the site.

1.1.2 The proposed permit boundary is outlined in green on Drawing No. 006-2499-02 & 03. All references to 'the site' in this NVMP shall mean this area and the associated infrastructure, plant and equipment.

1.1.3 This NVMP will allow Elliot Environmental Drainage Ltd to implement appropriate mitigation measures. The measures outlined in this NVMP will be put in place by site management of Elliot Environmental Drainage Ltd to ensure noise and vibration is controlled using Best practicable means (BPM) to ensure the receptors listed in Section 2.2 below are not affected by the above proposals.

1.1.4 Contact details for Oaktree Environmental are as follows:

Oaktree Environmental Ltd	Contact:	Joshua Ulyatt
Lime House	Position:	Consultant
2, Road Two	Tel:	01606 558833
Winsford Industrial Estate		

Winsford CW7 3QZ

E-mail: josh@oaktree-environmental.co.uk

1.2 Site location

1.2.1 The application site is located on Unit 1a St Michaels Cl, Aylesford ME20 7BU as shown within the drawings submitted in support of the permit/planning application and held in Appendix I of this report. The site consists of a warehouse type building which is surrounded by concrete apron with sealed drainage system and former clay pit face to the east. The site is contained within and surrounded by the wider industrial estate.

1.2.1 The site is located in a predominantly industrial location however the land surrounding the industrial estate may be considered rural. Other than the village of Aylesford, the nearest significant settlements are the town of Maidstone which is approximately 1.4km south east of the site.

1.2.2 The nearest noise sensitive receptors are those located on Pratling Street approximately 362-370m away from the permitted boundary.

1.3 Facility overview

1.3.1 The site benefits from planning permission for operation as a facility for the treatment and repackaging of non-hazardous and hazardous wastes.

1.3.2 The site will predominantly accept road sweepings, gully waste and interceptor wastes.

1.3.3 Non-hazardous and hazardous waste sludges, liquids and grit will be unloaded to the waste reception pit within building 2 and will be subject to dewatering in processing plant with separated liquids pumped onto three reception tanks, adjacent to the main processing building. Separate transfer lines will be used for transfer of non-hazardous and hazardous liquid wastes and the reception pit will be emptied and cleaned between loads. Cleaning will be undertaken using water cannon and reclaimed water. Separated debris such as rags, grit and organic matter will be transferred via conveyor to the relevant stockpile.

- 1.3.4 Once the liquid wastes have been accumulated in the vertical storage tanks, they will be transferred via HDPE pipes to the processing plant within the main processing building for further screening and treatment. Liquid wastes will be pumped through the flocculation unit equipped with sensing probes linked to control module and liquids will be treated as required. Water will then flow through the DAF unit if required, where flocculation will take place. Waste sludges will be scraped and pumped into the relevant sludge tank. Sludge will be able to re pumped through flocculation unit or pumped into centrifuge as required. Liquids will be pumped onwards where a carbon/sand filter can be used or air can be introduced to further segregate solid and liquids. Final Phase water will flow through a sample chamber and then onward to sewer. Solids will be run through a centrifuge into skips or Roll-on Roll-off bins. Liquid from this process will be pumped back into the system for further treatment and/or onward to sewer.
- 1.3.5 In addition, the site will include a facility for repackaging of wastes for further recovery. This will be undertaken in building 3. Such wastes will typically include empty containers which may contain residues of wastes, such as bleach bottles, paint tins etc. This may also include hazardous and non hazardous solid and liquid wastes in containers, which will not be treated. Such wastes will be repackaged and sent on for further recovery, wherever possible.
- 1.3.6 The main processing building will include a Local Exhaust Ventilation (LEV) system, which will extract air, via a series of activated carbon filters for emissions control, with air exhausted via an external elevated flue for dilution and dispersion of residual emissions.
- 1.3.7 Waste will be imported to the site using generally tankers, road sweepers or delivery vans.
- 1.3.8 The site will operate 24 hours per day from Monday to Saturday. No works will take place on Sundays or on Bank and Public Holidays.

1.3.9 The only activities on site which will be permitted outside of these hours are maintenance works, situations where waste is brought in for deposit in emergency situations and general office use.

1.3.10 During times where the site is closed or not in operation, the site will be locked and secured to prevent unauthorised vehicular or pedestrian access.

1.3.11 For details of the above and plans showing proposed configuration of the layout, reference should be made to drawing no. 2499-006-03.

1.3.12 This NVMP accompanies a Noise Impact Assessment (NIA) which has been produced in support of planning and permit applications.

1.4 Hours of operation

1.4.1 The proposed development will be operated during the following hours:

Monday to Friday	24 hours
Sunday/Bank holidays	Closed

2 Sensitive Receptors

2.1 Site receptors

2.1.1 The receptors are detailed in the table below with approximate distances from the site. Receptors which are over 500m have not been included within the table below as it is considered that they will not be affected by any noise pollution arising from the site.

Table 2.1 – Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from centre of site (m)
Northwest	Residential properties on Pratling Street	370
North east	Further residential dwellings off Pratling Street	400

2.2 Other noise sources

2.2.1 Other industrial / commercial land uses which will contribute to the background noise level are tabulated below.

Table 2.2 – Other Noise Emitting Operators

Company	Address	Type of Business	Approximate distance & location from site (m)
1 st Choice Concrete	Brett House, St Michaels Cl, Aylesford ME20 7XE	Concrete Supplier	Neighbouring the site to the north
Transcover	Units 1 & 2, The Mill, St Michaels Cl, Aylesford ME20 7XE	Polythene and plastic supplier	Neighbouring the site to the north
DS Commercials	The Mill, St Michaels Cl, Aylesford ME20 7XE	Vehicle Repair shop	Neighbouring the site to the north
Tuffnells Parcel Express	Unit GG & HH, St Michaels Close, Aylesford, Maidstone ME20 7BU	Delivery Service	Neighbouring the site to the northwest
Encon Insulation and Nevil Long Maidstone	Unit F2 Forstal Industrial Estate, St Michaels Cl, Aylesford ME20 7BU	Building materials supplier	Neighbouring the site to the west
UK Forks	UK FORKS, Aylesford ME20 7DT	Construction machine rental service	Northwest/190

2.2.2 Other sources of noise comprise of local residents and further industries between the site and the nearest noise sensitive receptors, additional noise includes the nearby road networks including Pratling Street.

3 Noise Management and Controls

3.1 Noise Sensitive Receptors

3.1.1 The site is located in a predominantly industrial location, however, the land surrounding the industrial estate may be considered rural. Other than the village of Aylesford, the nearest significant settlements are the town of Maidstone which is approximately 1.4km south east of the site. The layout of the site is shown on Drawing No. 2499-006-03, contained within Appendix I of this report. The layout of the site has been planned to contain all of the required operations and activities within the site, thus limiting the impacts at the above noise receptors.

3.1.2 In terms of potential noise impact, whilst the development proposed will be operated using the Best Practicable Means at all times, this site-specific NVMP has been prepared in order to ensure the noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

3.2 Noise Sources

3.2.1 The main sources of noise which could arise from the site operations are as follows:

- a) CDE G-Max, CDE-Hydro tip
- b) Associated pumps external and internal
- c) Centrifuge
- d) Vacuum pumping unloading of waste into building 2
- e) Odour abatement system
- f) HGVs travelling to and from site for the delivery and collection of waste.
- g) Small vehicles travelling to and from the site (e.g., staff and visitor's cars, courier van deliveries etc.)
- h) Forklift movements
- i) Repairs

3.3 Existing Fixed Mitigation Measures

3.3.1 In addition to the management controls within the table below, the site benefits from several fixed mitigation measures. These are detailed extensively within the NIA; however these include:

- Concrete block wall (1.2m in height) surrounding the south and east perimeter of the site.
- Buildings on site; and,
- Acoustic enclosures of plant on site.

3.4 Noise Management Table

3.4.1 A site-specific NVMP table overleaf details the above noise sources and how the current and proposed infrastructure on site will reduce the impact of noise to surrounding properties.

3.4.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in section 4 will be used if any noise complaints are received. If a noise complaint is received and the applicant has been made aware, immediate action will take place reviewing and identifying whether any changes to existing procedures are required or if new procedures need to be put in place. Any changes which may be required will be implemented immediately.

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
HGVs travelling to and from the site for delivery / collection of vehicle waste.	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	<p>Engines will be switched off when the vehicles are not being used.</p> <p>Waste deliveries and collections will only be permitted during the operational hours with no works on Sundays or Bank/Public Holidays. These hours are considered 'normal' working operational hours in an area dominated by industry.</p> <p>The existing access road to the operational area site will be maintained in good state of repair to prevent unnecessary noise being generated.</p> <p>Implementation of speed restriction on site.</p> <p>All drivers are required to enter and exit the site with due consideration for neighbours.</p> <p>Drop heights will be a maximum 1m from the ground to allow for clearance of the relevant vehicle.</p> <p>Management will ensure that all vehicles involved in the tipping of waste operated by Elliot Environmental Drainage Ltd are functioning suitable i.e., vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated.</p> <p>All mobile plant and other vehicles used will benefit from white noise reverse alarms.</p> <p>A no idling policy will be in place and staff/third party drivers will be told not to rev engines.</p>	Low due to background noise levels being high
Forklift Truck movements	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	<ul style="list-style-type: none"> • Vehicles must be well maintained and operated with silencers. Moving parts to be regularly lubricated. • All vehicles must be driven slowly around the site (5mph site speed limit). • Engines to be switched off when not in use. • Reversing alarms to be preferentially fitted with white noise alarms to minimise impacts on neighbouring sites. • No shaking of vehicle bodies whilst raised. 	Low due to background noises being high.

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
Manoeuvring of mobile plant around external areas of the site	See Section 2.2	Noise pollution	Low	Intermittent (Low Pitch)	Med	<p>Refer to the above actions and additional actions/proposals are shown below.</p> <p>Management will ensure that all site vehicles operated by Elliot Environmental Drainage Ltd are functioning suitable i.e., vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated.</p> <p>All manoeuvring areas using mobile plant are surfaced with impermeable concrete which is generally flat and well maintained to prevent unnecessary banging of vehicles on uneven ground leading to excessive vibration.</p>	Low
Small vehicles travelling to and from the site (e.g., staff and visitor's cars, courier van deliveries etc.)	See Section 2.2	Noise pollution	Low – Very Low	Intermittent (Low Pitch)	Low	<p>All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained.</p> <p>Small vehicles are not considered to be an issue in relation to excessive noise which could cause a complaint.</p> <p>Implementation of speed restriction on site.</p> <p>All drivers are required to enter and exit the site with due consideration for neighbours.</p>	Very Low / Negligible
Repairs	See Section 2.2	Noise pollution	Very Low	Occur at a specific time (Low Pitch)	Low	<p>If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during working day hours.</p> <p>In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Environment Agency will be notified in advance and would not commence without agreement unless in extenuating circumstances i.e., to minimise a fire occurring.</p>	Very Low / Negligible
Site-specific noise measures	See Section 2.2	Noise pollution	Very Low	Variable (Low pitch and/or High pitch)	Medium	<p>The site will implement the following mitigation measures:</p> <ul style="list-style-type: none"> • The majority of operations are contained within buildings. • The odour abatement system located externally will be confined within an acoustic screen bordering to the east (concrete block wall 1.2m in height). 	Low / Very Low

3.5 **Monitoring**

3.5.1 It is proposed that any offsite monitoring would primarily comprise the subjective onsite observations by site management. Given that the noise assessment has determined that proposed noise levels associated with the proposed operations will be below the background level it is difficult to justify the requirement to undertake routine pro-active offsite monitoring.

3.5.2 The background measurements taken indicated the main contributor to background noise levels comprised of road traffic, especially road traffic on Pratling street.

3.5.3 Attended monitoring of the background was undertaken at two different locations shown and explained within the NIA.

3.5.4 Locations for noise monitoring were chosen to be representative of the nearest noise sensitive receptors.

3.5.5 It would seem reasonable to propose that noise levels are subjectively monitored by site management. Site management will be able to monitor noise levels throughout the day whilst onsite and would notice a rise in noise levels because of plant failure, staff negligence, incompatible loads, or other extenuating circumstances. If site management identify these issues, the operator they can then take steps to remedy the situation (i.e., cease the activity if needed). Should a noise a complaint be received, site management would review the nature of the complaint, and should it be deemed necessary (i.e., numerous complaints relating to a particular item of plant) then an investigation may be commenced, and advice sought from a professional acoustician.

3.6 **Recording**

3.6.1 Site management will record complaints in the site diary or complaints report from in Appendix II and contract the EA within 24 hours if a complaint is received.

3.6.2 Site management will be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received and notify

the EA within 24 hours. This will ensure that if complaints are received retrospectively from either the EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed (or, at least, in part) to the cause of the complaint. Where all appropriate measures fail to prevent an activity causing unacceptable levels of noise pollution, the activity will be stopped.

3.7 Emergencies

3.7.1 In the event of any unforeseen circumstances i.e., faulty equipment, the site manager will make an assessment of whether to cease activities/all operations with the main emphasis on site will be to reduce any noise impacts.

4 Actions when complaints are received.

4.1 Complaints procedure

- 4.1.1 If any noise complaints are received, site management will complete a 'complaints and events log', detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum).
- 4.1.2 Noise complaints will be prioritised and investigated without delay or by end of working day only in extenuating circumstances. This will also apply to complaints received both directly and via other sources (e.g., EA or local authority). Where investigation substantiates the complaint, fully or partially, then remedial action will be taken immediately and if measures taken fail to stop the pollution, then the activity must be stopped and not restarted unless and until additional measures have been implemented to prevent the emission causing pollution. The EA will be contacted in the event the complaint cannot be escalated. Following a complaint and if it is deemed correct following investigation, the appropriate action will be taken to prevent the issue from reoccurring i.e., evaluation of current abatement measures, site operations, additional abatement measures and re-training of staff via toolbox talks.
- 4.1.3 The operator will make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or third parties, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint.
- 4.1.4 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities, i.e., mechanical treatment plant comprising shredder, or tipping internally.

- 4.1.5 If the source is within the site's control, site management will take appropriate action to ensure the issue has been rectified. This may take the form of the following:
- a) Investigating the source to prevent a re-occurrence.
 - b) Suspending operations which are giving rise to excessive noise due to potential plant malfunction.
 - c) Investigate noise mitigation measures.
 - d) Logging findings of a – c in the site diary / complaints form and also in the reporting template within the EP.
 - e) Report actions to the complainant and/or EA within 24 hours.
 - f) If following the above complaints are still received, the site will cease operations until the issues have been rectified.
- 4.1.6 The EA will be notified by email of any third-party noise complaints received within 24 hours including the complainant and the outcome of the investigation. Where complaints are substantiated as causing or likely to cause significant noise pollution, then the EA will be notified.

4.2 Complaints recording

- 4.2.1 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by site management, if they are not available, another suitably trained staff member.

4.2.2 The following details as a minimum will be completed on the form:

- a) The name, address and telephone number of the caller will be requested.
- b) Each complaint will be given a reference number.
- c) The caller will be asked to give details of:
 - the nature of the complaint.
 - the time.
 - how long it lasted.
 - how often it occurs.
 - is this the first time the problem has been noticed; and,
 - what prompted them to complain.
- d) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the installation at the time the noise, dust or odour was detected, particularly anything unusual.
- e) The reason for the complaint will be investigated and a note of the findings added to the report.
- f) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- g) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.
- h) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

5 Training

5.1 Training regime

- 5.1.1 All employees and sub-contractors of Elliot Environmental Drainage Ltd involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.
- 5.1.2 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.
- 5.1.3 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

5.2 Vehicle / plant preventative maintenance training

- 5.2.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.
- 5.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.
- 5.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

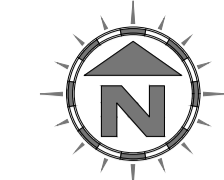
5.3 Liaison with Neighbours

- 5.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.

- 5.3.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

Appendix I

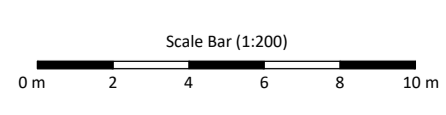
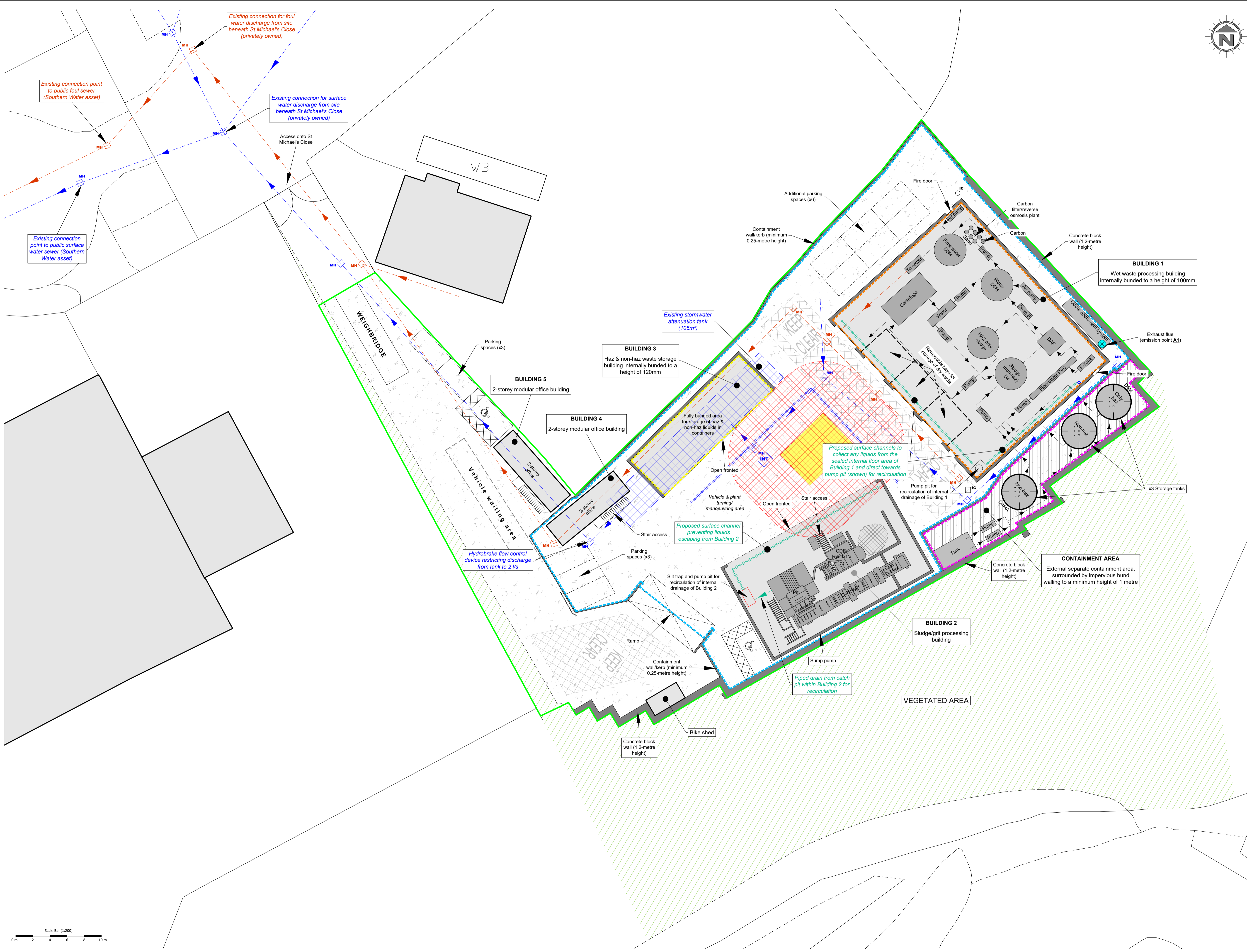
Drawings



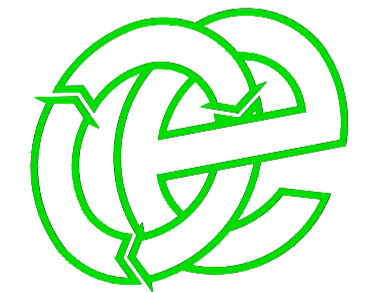
NOTES
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Rev:	Date:	Init:	Description:
-	08.11.23	RS/IA	Initial drawing
A	07.03.24	JH	Amendment
B	08.03.24	JH	Parking added
C	11.06.24	JH	Working amendment
D	19.06.24	RS	Application submission
E	26.06.24	RS	Quarantine area added

- KEY:**
- Permit boundary
 - Containment Zone A (Building 1)
 - Containment Zone B (Building 3)
 - Containment Zone C (External tank storage area)
 - Containment Zone D (Site-wide tertiary containment)
 - INT Full retention oil interceptor (fitted with penstock valve)
 - Piped surface drainage (surface, foul, building)
 - Linear surface channels (aco) - (surface, building)
 - MH Manhole (foul, surface)
 - ic Inspection cover (other services)
 - Quarantine area (only used in the event of a fire and kept clear at all other times)
 - 6 metre separation distance around the quarantine area where no other combustible wastes will be stored



Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants



DRAWING TITLE
PERMIT LAYOUT PLAN

CLIENT
Elliott Environmental Drainage Ltd

PROJECT/SITE
St Michael's Close, Aylesford, Kent

SCALE @ A1 1:200 CLIENT NO 2499 JOB NO 002

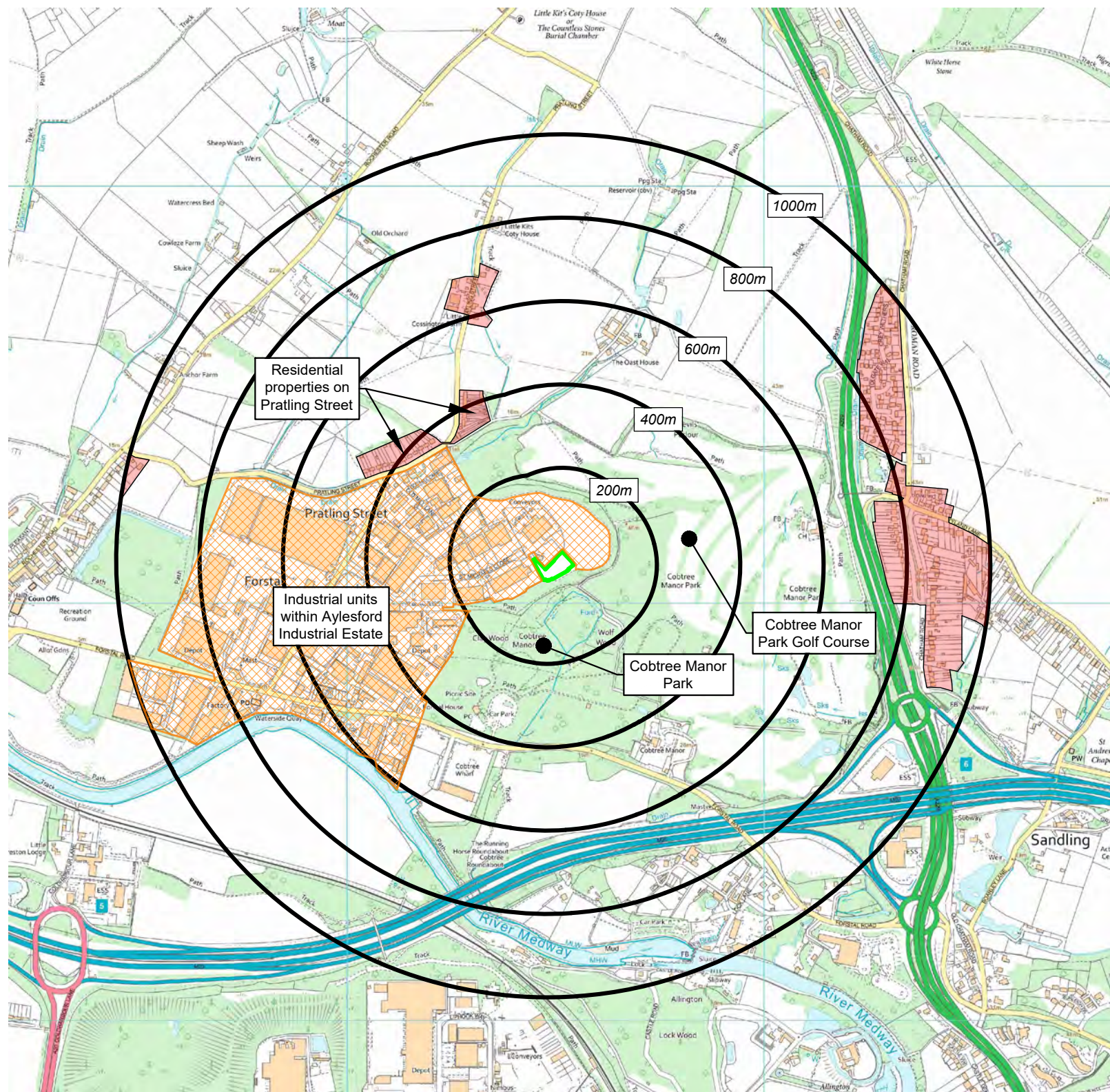
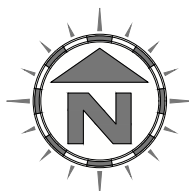
DRAWING NUMBER 2499-002-03 REV E STATUS Issued

DRAWN BY RS CHECKED RS DATE 26.06.24

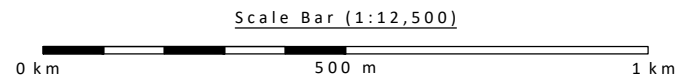
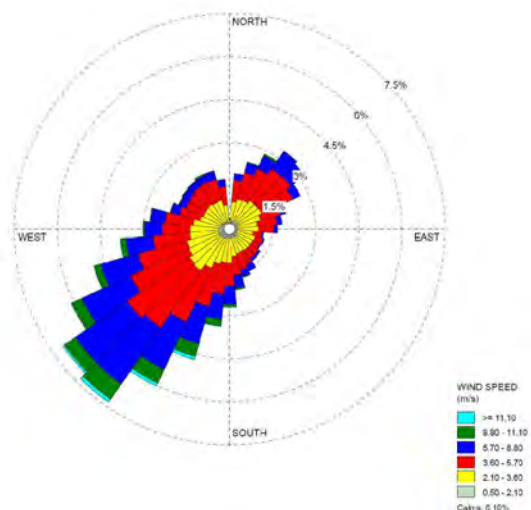
Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
t: 01606 558833 | e: sales@oaktree-environmental.co.uk

KEY:

- Permit boundary
- Plymyard Dale (Main River)
- Surface water body (river / stream / pond / pool / lake)
- Workplaces (includes agriculture industry, commerce and retail)
- Areas with mix of residential, retail and commercial properties
- Residential blocks
- Class A roads
- Class B roads
- Class C roads
- H Nearest fire hydrant
- Railway line
- SCH School
- Woodland areas
- Protected sites (Ramsar, SSSI, SPA, SAC)
- Nature reserves



Compass Wind Rose for grid squares pertaining to the site (period 2019 - 2023)



NOTES

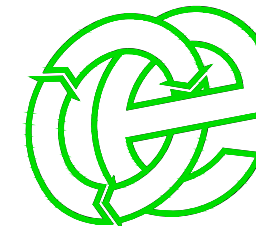
1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be Southerly.

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REVISION HISTORY

Rev	Date	Init:	Description:
-	09.06.23	RS/IA	Initial Drawing
A	08.11.23	RS/IA	Boundary amendment
B	06.08.24	IA	Boundary amendment

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants



DRAWING TITLE
RECEPTOR PLAN

CLIENT
Elliot Environmental Drainage Limited

PROJECT/SITE
St Michael's Close, Aylesford, Kent, ME20 7XE

SCALE @ A3 1:12,500 **JOB NO** 002 **CLIENT NO** 2499

DRAWING NUMBER 2499-002-04 **REV** B **STATUS** Issued

DRAWN RS/IA **CHECKED** RS **DATE** 06.08.24

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Appendix II

Complaints Report Form

COMPLAINTS PROCEDURE

- 1) Any complaints received in relation to noise and vibration will be recorded on the form below. This form will normally be completed, signed and dated by the site operator, if they are not available, the Office Manager will complete the form.
- 2) The name, address and telephone number of the caller will be requested.
- 3) Each complaint will be given a reference number.
- 4) The caller will be asked to give details of:
 - the nature of the complaint.
 - the time.
 - how long it lasted.
 - how often it occurs.
 - is this the first time the problem has been noticed; and,
 - what prompted them to complain.
- 5) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the site at the time the noise was detected, particularly anything unusual.
- 6) The reason for the complaint will be investigated and a note of the findings added to the report.
- 7) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- 8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.
- 9) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (Noise, vibration) (Date, time, duration)	
Weather at the time of complaint (Rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint.	
Follow Up	
Actions taken.	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures.	
Changes to Noise & Vibration Management Plan	
Date changes implemented	
Form completed by	
Signed	
Date completed	