

snap fitness ^{24/7}TM

snap fitness North Geelong

site specific

noise management plan

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snap fitness North Geelong noise management plan

Contents

Noise Management.....	3
Fig 1: Subject Site - Shop 1, 420-430 Melbourne Road, Geelong	4
Noise Complaints Procedure	5
Fig 2: Signage to be erected in Snap Fitness North Geelong	5
Complaints Register	6
Fig 3: Subject Site - Shop 1, 420-430 Melbourne Road, Geelong	6
Written Complaints.....	7
Unresolved complaints	7

snap fitness North Geelong noise management plan

Noise Management

Snap Fitness is committed to the effective acoustic management of noise and vibration transmission in its facilities and has demonstrated adherence to even the most stringent of noise criteria in all locations to be always considerate of our neighbours. Snap Fitness have successfully opened 17 premium fitness facilities in VIC alone in the past four years, many of which are within mixed-use commercial and residential settings and have an efficacious track record of delivering performance driven acoustic outcomes for sensitive receivers neighbouring our facilities.

Site specific performance measures have been outlined in accordance with a Noise and Vibration Assessment provided for the tenancy which will be strictly adhered to and include the following measures:

- 1) Signage will be installed outside of the club in a prominent position advising members to be considerate of our neighbours and that dropping of weights is not permitted under any circumstances.
- 2) Self-closing doors to the club will be installed to ensure that amplified music is always kept inside the club.
- 3) The clubs internal amplified background music will be volume controlled by the club manager and set at a suitable level so not to disturb surrounding lot owners or a member's health
- 4) The club manager will ensure the glass windows, doors of the proposed gym are kept closed at all times (other than when patrons enter and exit the premises);
- 5) The erection of clear signage at all studio entries and exits advising patrons that they must not generate excessive noise when entering and leaving the premises;
- 6) Staff will monitor the behaviour of patrons within the subject premises and as patrons egress to ensure noise emission of patrons is kept to a minimum when entering and leaving the premises;
- 7) Restricting the use of low frequency speakers (sub-woofers) and ensuring any lull range speakers are isolated from building services;
- 8) The use of free weights over 15kg will be restricted to the free-weights area only where high performance acoustic flooring is installed. Free weights under 15kg are restricted to the Free Weights area and Function Training area only;
- 9) Reduction of the internal noise level from music to comply with acoustic report. Note is made that the maximum internal reverberant sound pressure level can be set to ensure the adjacent receivers are not

snap fitness North Geelong noise management plan

- adversely affected by the operation of the subject gym, following the fitout of the premises and the installation of the speaker system;
- 10) Background music will be turned off in the club after 10pm and before 7am on a timer to reduce noise emissions after hours on an automatic timer.
 - 11) Installation of high-performance impact sound absorbing flooring to reduce the regenerated noise and vibration in areas of the gym where high levels of impact are expected, i.e. the Free Weights area and Function Training area; and
 - 12) The implementation of an appropriate management policy regarding the dropping of weights, including:
 - Education and training of all gym staff, personal trainers and members, instructing how to place weights without dropping during their co-signed mandatory membership induction;
 - Erection of clearly visible signage throughout the gym advising members that they must not drop weights or allow weights to drop on the floor, or use weights outside the designated weight areas; and
 - Imposition of penalties (first and final membership warnings for non-compliance) in line with the terms of every membership agreement for members identified dropping weights via 24/7 security monitoring and the implementation of a noise complaint procedure and register to track members identified.

snap fitness North Geelong noise management plan



Fig 1: Subject Site - Shop 1, 420-450
Melbourne Road, North Geelong

Noise Complaints Procedure

Snap Fitness North Geelong will adopt and be governed by the Fitness Industry Code of Practice for complaints. The complaints procedures are set out for members of the club and for the general public in the site management plan.

A sign will be displayed in the entrance door to the club clearly showing the clubs contact number for members and the general public. In addition, as a result of Snap Fitness' favourable relationship with the Landlord, the landlord is committed to advising of any/all noise complaints received from residents within the area. The below points outline the internal systems used to resolve potential noise impact activities in the unlikely event that they occur:

- Snap Fitness North Geelong will utilise High Definition 24/7 CCTV with a Network Video Recorder (NVR) to capture all internal activities inside of the

snap fitness North Geelong noise management plan

facility. The NVR provides a time log recording that is able to review and identify members and activities that may be the origin a of noise complaint

- Members are provided with a unique individual access card that time stamps swipe entry into the club and linked to the members unique profile that houses historical membership data.
- The combination of the NVR and available member access record allows management to efficiently identify disruptive behaviour and communicate with that person immediately. This member will be contacted, and the prevailing management policy described in point 13 above will be followed. The members access will be suspended until such point management have addressed the issue with the applicable member and provided the “First and final warning”.

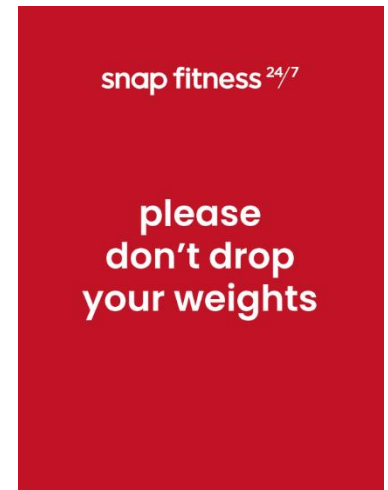


Fig 2: Signage to be erected in Snap



Complaints Register

In the event of a noise complaint, complainants will be encouraged to provide details of potential noxious noise disruption including:

- Identify himself/herself, and determine the nature of the noise disturbance including the exact time and date of any noise disturbance
- Explain the Complaints resolution process and advise of the next course of action following a thorough investigation;
- Resolve the Complaint immediately if possible or make a commitment to resolve the Complaint within a given time frame;
- Follow up the Complaint as appropriate e.g. provide the Complainant with feedback regarding the result of action taken.

snap fitness North Geelong noise management plan



Fig 3: Subject Site - Shop 1, 420-450
Melbourne Road, North Geelong

This complaints register will allow management to track any trends and assist in implementing solutions on a need be basis. Additionally, The register will have a pro-forma document to ensure that all required details are being captured by all staff.

Written Complaints

Where a written complaint is made, the person receiving the complaint (club manager or Personal Trainer) will; Provide the Complainant with written feedback about action taken within ten days of receiving the Complaint or; If it is not possible to resolve the Complaint within ten days, provide written acknowledgment of receipt of the Complaint within seven days and specify the time frame within which the Complainant will receive feedback about action taken.

snap fitness North Geelong noise management plan

Unresolved complaints

Where a Complaint cannot be resolved, the Staff member must advise the Complainant of the following:

- Of his/her right to have the Complaint referred to City Council; and
- That either party may refer the Complaint to the relevant City Council officer.

Snap Fitness North Geelong will co-operate with the Geelong City Council, in resolving any complaint and subsequent directive.