

Supplementary Information

HAVANT BOROUGH COUNCIL
PLANNING COMMITTEE
THURSDAY, 14TH APRIL, 2022

Please note that the attached supplementary information was unavailable when the agenda was printed.

Agenda No Item

5(a)	APP/21/01194 - 9 Fabian Close, Waterlooville	1 - 6
	Proposal: Proposed change of use of domestic outbuilding to a dog grooming parlour.	

[Additional Information](#)

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Applicants Deputation for Planning Committee: Amended

Miss Jessica Mcknight

11th April 2022



The Planning Committee,

Pets come first is a well-established dog grooming salon run by myself, Jessica Mcknight, the owner, for the last 7 years.

My business runs on an annual scheduled diary each year.

This means that every one of my clients receive a personalized schedule of grooming appointments for their dog on their preferred day and time for the whole of the following year.

This allows me to plan my diary a year in advance and not overload my working days.

Please note, that the majority of my clients have been with me since I first started in 2015 and those who got their dog in the years after my start date have been with me since their dog was a puppy.

All my clients are long term and know exactly how my diary and business works.

I will not be looking to expand my current client base as I am already at my annual grooming capacity that one person is capable of (each dog takes on average 2 hours to groom).

I have been registered with EHDC since I first started trading in 2015 and to date, I am not aware of any complaints in regards, to any noise from the dogs and or my work.

I introduced a Covid Protocol when the Pandemic started, this consisted of clients remaining in the car and I would retrieve the dog from the client's vehicle to avoid any spread.

When returning the dog back, the client will not get out of the vehicle, I would place the dog inside myself.

I have continued to follow this protocol to minimise the spread to both myself and the salon.

I have been fortunate enough to build my business from my parents' house, while I was saving for my first home.

Now I have finally been able to purchase my home, I would like Pets Come First Dog Grooming, to operate from this address.

I do not and will not be display any company logo or signage, on the window, door, or any external part of the building and salon at any time.

From the Planning Committee site visit on the 11th April, the main point raised, is that they consider 10 mins between appointments to perhaps not be enough time to avoid congested traffic, if I either over run or a client is late to collect. I explained to the planning officer the following points:

- All my clients are long term and I know exactly how long each dog is going to take as they are groomed regularly every 6,8,10 weeks, however if there happens to be a situation that I did not foresee, for example in the unlikely event that the dog is matted, then I will always ring the client 30 mins before the original collection time to rearrange. This also then applies to the client afterwards and so on whose appointment's I would need to push back.
- My diary is planned a year in advance and I always give myself adequate time between appointments in case a situation occurs. In the 7 years that I have run my business I have never had an issue with clients clashing and clogging up the road. Planning my diary for the following year takes months of my time, this ensures that my days run smoothly with no hiccups.
- The dog departure is not a long process, just like the dropping of, as soon as I see the client arrive, I take the dog straight out put the dog in the car brief the client quickly i.e. any lumps or bumps found and anything they need to be aware of. Then the clients leaves this takes a maximum of 2-5 minuets.
- I have also made it clear to the planning officer that 9 times out of 10 I am finished work by 5pm and the only reason I have put 6pm down on my application is so that if a situation does occur in the day, the diary has to be altered, I have enough time to extend and ensure that none of my neighbours report me for 'breaking my agreed planning conditions'.

Kind Regards,

Jessica Mcknight

Deputation to Planning Committee Submitted by Councillor Gwen Robinson

In asking for this application to be brought to you for consideration I would firstly like to stress that I am not against businesses being run from residential premises per se, indeed cottage industry has been the back bone of British society for a very long time.

However, in this instance, and for this type of business, I do not believe that it is conducive to a harmonious neighbourly environment and that it will have an adverse impact on neighbours by way of noise disturbance and an increase in traffic, which is out of the ordinary.

Hearing specialists say that, and this is only a summary, “getting used to it” or “accommodation” is a serious indicator of hearing loss. Also, that excessive noise is a stress factor that can lead to increased blood pressure, cardiovascular disease, ulcers, headaches, and sleep disorders. Studies into a noisy environment show that it can facilitate increased annoyance and aggression.

There are three things we need to note about hearing loss: it is gradual, cumulative, and irreversible. Here is a brief description of how hearing loss occurs:

...Noise literally wears out the ears. Sound travels as pulsating waves of air pressure. Those waves strike the ear drum and their vibrations travel through the bones of the middle ear to the inner ear, or cochlea. In the cochlea, approximately 30,000 hairlike protrusions signal the auditory nerves to the brain. These hairs can recover from infrequent, brief exposures to intense noise but if they're continually subjected to it, they break down and no longer respond to sound.

Occupational safety experts measure the potential harmful effects of noise in terms of total exposure in an 8-hour workday

Sound Level	Exposure Limit
85 dB(A)	8 hours
88 dB (A)	4 hours
91 dB (A)	2 hours
94 dB (A)	1 hour
97 dB (A)	

Sound Level	Exposure Limit
	30 minutes
100 dB (A)	15 minutes
103 dB (A)	7.5 minutes
106 dB (A)	3.75 minutes

What is noticeable on this scale is that when noise reaches above 85 decibels, it becomes hazardous, and only a total of 15 minutes of noise at 100 decibels is considered safe in an eight-hour workday. That's 15 minutes for the whole day. When we subject ourselves to unsafe levels of noise, we risk hearing loss. Likewise, any prolonged noise exposure above 85 decibels is considered a significant stress factor.

For this particular business there will be two main sources of noise pollution, notably, dogs barking and the high velocity dryers used in the grooming process.

Barking:

Barking: An average sized dog barks at 120db, a Bichon at 102db. As the scale shows for the Bichon that will be approximately a 10 minute exposure limit for the day. For the average size dog and using the scale given at 112db the time reduces to 93 seconds.

An average sized dog barks at 120db, a Bichon at 102db

I have considered distance and used my own personal experience of the impact of noise pollution on my own personal amenity space.

High velocity forced air dryers

One of the most significant sources of noise in the grooming environment is that produced by high velocity, forced air dryers. The average levels of these range from 94.8 to 108 db. Again, that exceeded the top end of the scale.

Dog grooming advisory sites recommend the wearing of industrial strength hearing protection while the dryers are on. I don't believe that we can expect neighbours to do

this as they go about their business in their amenity space; a space that is considered outside or partly outside and one which allows individuals to carry out household and leisure activities.

It may be that during the cold, wintry months, doors and windows would be closed. Undoubtedly this will reduce the noise pollution. However, during the warmer times, and those heatwave occasions, doors and windows will be open to prevent the animals from overheating. Neighbours will want to enjoy their outside space and this tranquillity will be seriously compromised.

Increase in traffic

Fabian Close and surrounding areas are very constrained. There is little to no on street parking. Should the applicant have visitors, not related to this business, the customers will need to find alternative parking. I'm informed that, for various reasons, not all owners choose to leave their pets and return later to collect them.

I thank you for your time and consideration on this application

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