

CONTACT US

Online: The quickest and easiest way to report noise nuisance is by logging into **My Account**

Phone: **0300 790 6555**

Website: **www.citizenhousing.org.uk/**

Visit the anti-social behaviour page of our website:
<https://www.citizenhousing.org.uk/customer-services/anti-social-behaviour/>

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NOISE NUISANCE ADVICE AND SUPPORT



NOISE NUISANCE ADVICE AND SUPPORT

This booklet gives you advice on what to do if you have noisy neighbours that are bothering you. Sometimes those responsible for the noise aren't aware of the impact they're having and are willing to cooperate in reducing their noise levels.

HERE ARE SOME TIPS TO HELP YOU BE A CONSIDERATE NEIGHBOUR:

NOISE LEVELS

- try to keep noise levels down, especially late at night or for long periods of time.
- if you're going to be doing any DIY projects, try to do the work during reasonable hours.
- if your children are playing outside, listen out for any excessive noise that might bother your neighbours.

WHAT IS A STATUTORY NOISE NUISANCE?

Nuisance can generally be defined as something that affects a person's use or enjoyment of their home. When deciding if noise is a nuisance, you should consider the following points before making a complaint:

- how loud is the noise?
- the type of noise.
- when and how often does it happen?
- is the problem due to unreasonable behaviour?

For noise to be found as a statutory nuisance it must be:

- persistent.
- excessive.
- extreme.

NOISE WE CAN'T HELP WITH

No property is totally soundproof, and some types of noise must be expected. We have no control over certain types of noise, for example:

- flushing toilets.
- dropping objects and moving furniture.
- general talking coming from either the house or garden.
- babies crying and children playing.

WHAT SHOULD YOU DO?

If you are experiencing noise nuisance from your neighbours, try talking to them and explain how it's affecting you. This should be your first step in trying to resolve the problem. If appropriate invite them into your home so they can hear the noise for themselves. Your neighbour might be unaware that they're causing a problem and will be happy to do what they can to reduce the noise.

HELP FROM YOUR LOCAL COUNCIL

Your local authority's environmental health team is responsible for investigating noise nuisance complaints. If your neighbours are frequently making unreasonable noise such as playing loud music, parties, shouting or banging, you can contact your environmental health team through your local council.



WHAT WE CAN DO

If you contact us about anti-social behaviour, we will:

- contact you within five working days.
- give you an evidence diary to fill in. Recording the times, dates and frequency of the noise nuisance is essential in helping us to understand whether there is a breach of tenancy or lease and to assess what the most appropriate course of action is to support you.
- give you support and guidance. Please be aware that the action we can take is limited if you don't record a diary of the incidents. Remember noise considered to be a nuisance is not just one off noise events but has to be persistent, excessive and extreme.
- contact the person causing the nuisance and make them aware that a complaint has been made and what it's about. This is to give them a chance to change the behaviour causing the issue.
- mediation can often help solve problems with your neighbours. We can organise mediation sessions to help you both find a solution. This service is free, and we'll usually visit you and your neighbour separately. We'll listen to you both and help you decide what to do next.

Wherever possible we'll help you to resolve the issue but, if this isn't successful and the noise issues continue, we may take legal action if we have enough evidence to support your case.