

Anti-social behaviour guidance notes

Noise nuisance

This leaflet gives you advice about what to do if you experience a problem with noise.

What is noise nuisance?

Noise nuisance is continuous or intermittent noise that affects the comfort or quality of life of another resident. The types of problems that lead to noise nuisance include playing loud music, carrying out DIY, people slamming doors and dogs barking.

Residents causing noise may be breaking the conditions of their tenancy or lease agreement. It is important that all residents are aware of the noise they make, the times they make it and the affect it has on people living nearby.

What can I do about noise?

There are a number of practical things you can do if you are being disturbed by noise. You can:

- Report the incident to L&Q Direct and speak to one of our trained operators.
- Keep a diary of all incidents, including dates, times and details of what happened, where it happened and who was involved. Diary sheets are available from L&Q Direct or your local L&Q office.
- Consider speaking to the person making the noise and explain politely why it is troubling you. You may find they are completely unaware of the nuisance they have caused. (Only do this if you are not threatened by their behaviour and if you feel safe talking to them.)
- Suggest practical solutions, for example:
 - Agree a time when the music is turned down or washing machine turned off.
 - Use carpets, rugs and soft furnishing to absorb noise that travels between their property and yours.
 - Ask for advance warnings before parties.
- Keep a record of any letters you write or conversations you have. This information may be used as evidence at a later stage.
- Consider taking part in mediation. This is where someone independent will listen to the views of both parties and help you reach an agreement or compromise.
- Contact your local authority and ask them to investigate the incident. If the noise is unreasonable they may decide to take action under the Environmental Protection Act 1990.
- Take out an injunction or other legal action against the people responsible. We recommend you seek independent legal advice before doing this.

What will L&Q do?

If you report noise nuisance to L&Q we will carry out an investigation and try to establish the facts. We will:

- Allocate you a case worker who is responsible for investigating the incident.
- Check if there have been similar incidents involving the people you told us about.
- Contact others living nearby to see if they are experiencing similar problems.
- Contact the people you think are responsible to discuss how the problem might be resolved.
- Write letters to remind residents of their responsibility not to cause noise nuisance.
- Arrange mediation if the problem has escalated into a dispute between you and your neighbour.
- Put you in touch with other agencies that will give you advice and support.
- Take action against residents in breach of their tenancy or lease agreement.
- Contact you regularly to keep you informed about progress with the investigation.
- Treat all complaints confidentially and not reveal your identity to others without getting your permission first.

Establishing the facts about noise nuisance can be very difficult, especially when we receive different accounts of what happened. Please remember we will only be in a position to take action against someone causing noise nuisance if we receive enough evidence to prove your version of events.

How can I report noise nuisance to L&Q?

You can report incidents of noise nuisance by:

Phone: 0800 015 6536 (Weekdays 8am to 8pm and Saturdays 9am to 1pm)

Letter: PO Box 194, Sidcup DA15 0AJ,

Email: L&Qdirect@lqgroup.org.uk

In person: At your local L&Q office

Where can I find more information?

Anti-social Behaviour Action Line

General advice and information about anti-social behaviour

Tel: 0870 220 2000

www.respect.gov.uk

Noise Abatement Society

Advice and support for people suffering from noise

Noise helpline: 01273823850

www.noiseabatementociety.com

Defra UK

Advice about environmental nuisance and noise

www.defra.gov.uk/environment/noise/suffer/

Encams

Information about environmental campaigns including noise

www.encams.org/

Mediation UK

Advice about mediation services

www.mediationuk.org.uk