

Noise Nuisance

Noise complaints about excessive, disturbing, or unreasonable noise coming through from a neighbouring property will not always result in an Anti-Social Behaviour (ASB) case being opened and may be dealt with under the Noise Nuisance procedure.

However, we understand that noise can impact a person's quality of life and wellbeing, and we will consider some options to help resolve it, including:

- Review practical measures that can be taken to help reduce noise issues, such as cushioning door closers.
- Help neighbours agree with what is acceptable.
- Make sure we explain clearly what is a noise complaint and what is a complaint about ASB and what we can do about each.
- Work with and refer to partner agencies, such as Environmental Health, and Social Services if we need further help.
- Use data and insights to identify potential service improvements, such as looking at any building enhancements.

To read the full Anti-Social Behaviour Policy visit our website:
housing21.org.uk

What can I do if I am disturbed by noise?

We understand that certain noises and levels of noise can impact a person's quality of life and wellbeing.

- Step 1:** Calmly speak with your neighbour to make them aware and come to an agreement eg. if doing DIY, agree within certain hours.
- Step 2:** If the issue has not been resolved, speak with your Scheme Manager. They can often offer simple solutions.
- Step 3:** You may be asked to note the types of noise along with times and dates.
- Step 4:** If the issue continues, speak with your Scheme Manager who will carry out a full investigation.
- Step 5:** Your Scheme Manager may need to involve partner agencies, such as Environmental Health which may also need to speak with you to understand the disturbance being experienced.
- Step 6:** You will be notified when all actions have been completed.

If your Scheme Manager is unavailable you can email:
enquiries@housing21.org.uk