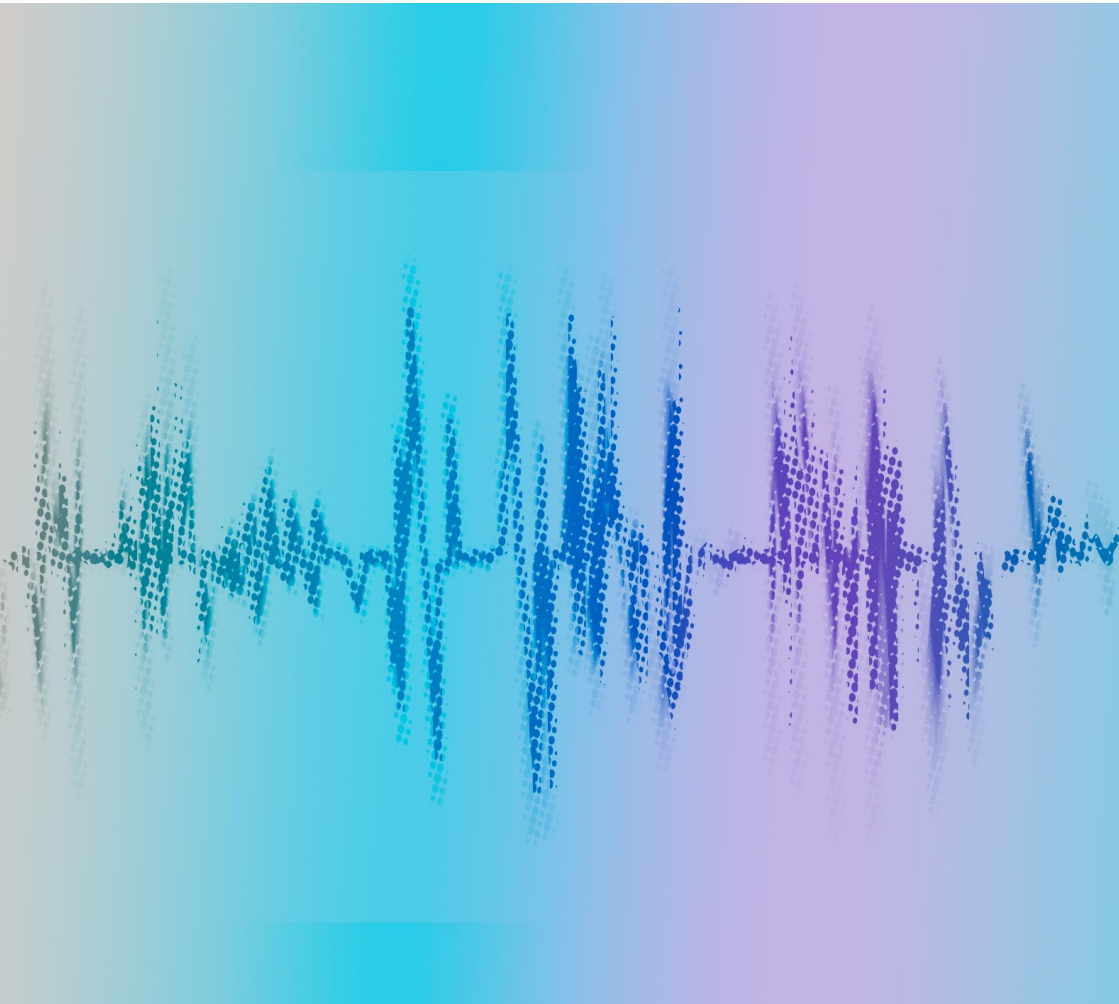


# Noise



# Noise

- 3 Tips for preventing noise
- 4 What should I do if I am being disturbed by noise from my neighbours?
- 4 What can Newlon do?
- 5 Statutory noise
- 6 Action to tackle proven statutory noise
- 6 What can I do if I am not happy with the way my problem has been handled?

A normal amount of day to day noise transference from neighbours and from surrounding areas is part of day to day life but if you are being disturbed by noise such as loud music at unsociable hours on a frequent basis or constant dog barking it could be that the matter is nuisance noise and you can report it in any of the following ways:

- Call the Service Centre on **020 7613 8080**
- Email **asb@newlon.org.uk**
- Write to us at **Housing Services, Newlon Housing Trust, Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE**

## **Tips for preventing noise**

Please have consideration for your neighbours. There are certain things you could do to minimise your noise such as:

- Have carpets and curtains as they absorb sound. (In many tenancies laminate flooring is not permitted.)
- Keep the volume down on TVs and stereos.
- Consider using headphones when listening to music.
- Arrange speakers away from partition walls and the floor. If you are putting them near the floor, make sure they go on stands or something that insulates the sound.
- Don't jump up and down or exercise involving jumping when you have downstairs neighbours.
- Tell your neighbours if you are having a party and give them some idea of when the party will end.
- Make sure noisy household appliances such as the washing machine and vacuum cleaner are used at reasonable times and never between 11 p.m. to 7 a.m.
- Avoid doing noisy DIY activities after 9 p.m. and before 9 a.m. If neighbours have young children they will go to bed earlier so try to be considerate.
- You may be able to change the flooring. However, please seek permission from us first.

## What should I do if I am being disturbed by noise from my neighbours?

Firstly, provided you feel comfortable to, approach your neighbour and explain politely that you are troubled by the noise. If it's appropriate you could invite them into your home so they can hear the noise for themselves. Most neighbours will be glad to do what they can to reduce the noise.

If the situation does not improve, you can report any issues with noise to us. We will need to understand the level and frequency of noise and this will be looked into.

Where it is not household noise, please phone your local authority Noise team (see your local council's website for details).

## What can Newlon do?

- We will ask you to complete an **incident diary**. You can find a template on our website – [www.newlon.org.uk](http://www.newlon.org.uk). Please contact us if you do not have access to the internet. You should note down, in the form of diary sheets, the type of noise and times they happen then return them to us so that we can review them. (See 'What constitutes statutory noise' on page 5 of this leaflet.)
- You can also use **The Noise App** on your phone or tablet to report nuisance noise directly from the app. It's free to download and simple to use – just follow the four steps below.

---

**Step 1:** Download the app from [www.thenoiseapp.com](http://www.thenoiseapp.com) or search online for 'The Noise App' at **Google Play** or the **Apple App Store**.

---

**Step 2:** Create your account and choose the Service Provider, Newlon Housing Trust to investigate your noise nuisance reports.

---

**Step 3:** To report a nuisance simply tap the icon, make a 30 second recording of the noise, complete a form and submit your report online.

---

**Step 4:** Await a response from the Newlon team investigating your case reports.

---

Please contact the Investigations Team if you have any problems reporting nuisance noise.

- If you feel it would be difficult to try and resolve these problems, **mediation** can help. We can refer you to professional mediators who can help you explore possible solutions to disputes. This is a free service for residents.
- We will review the information you provide to assess whether it is everyday noise or anti-social behaviour (ASB). Please note that not all noise can be treated as ASB.
- Where appropriate, we will arrange to meet with you.

## Statutory noise

Not all noise is 'statutory noise'. There are laws covering nuisance – including noise. Your local authority's Noise team deals with defined statutory noise. If noise persists, our Income and Investigations team will get together with them to examine the problem.

### What constitutes statutory noise?

This cannot be easily defined, but could be described as an unreasonable interference with the enjoyment of your property. It must occur regularly and continue for a period of time that makes it unreasonable.

The following are examples of statutory nuisance:

- ✓ Excessively loud music continually being played at unreasonable hours.
- ✓ Continuous revving of car engines at unreasonable hours.
- ✓ Excessive neighbour noise at unreasonable hours.
- ✓ Persistent dog barking during the day or at unreasonable hours.

The following are unlikely to be a statutory nuisance:

- ✗ A one-off party.
- ✗ Neighbours arguing.
- ✗ A lawn mower used during the day.
- ✗ A baby crying, children playing or dogs occasionally barking.

## Action to tackle proven statutory noise

Depending on the seriousness and type of nuisance, the following types of formal action can be taken to stop the statutory nuisance:

- A formal warning letter can be sent to the resident causing the noise, to say that we will consider taking legal action if the noise does not stop.
- Under the Environmental Protection Act a local authority can serve an 'abatement notice' to the resident.
- Legal action - tenancy breach/injunction.
- If there is sufficient evidence to prove that a nuisance is being caused we can apply to the court for an eviction order. Like other forms of legal action, we will have to prove the nuisance is taking place which will usually include affected residents going to court as witnesses..

## Will the person responsible for the noise be told who reported it?

We will not reveal your identify to the alleged perpetrator without your permission but cannot guarantee that assumptions will not be made. For example, if you live in a very small block of two flats and complain about loud noises it will be difficult to attempt to resolve a problem without revealing your identity.

## What can I do if I am not happy with the way my problem has been handled?

If you are not confident that we are dealing with your problem adequately you can make a complaint in any of the following ways:

- Email [serviceresolution@newlon.org.uk](mailto:serviceresolution@newlon.org.uk)
- Fill in the online complaints form on our website: [www.newlon.org.uk/residents/making-a-complaint](http://www.newlon.org.uk/residents/making-a-complaint).
- Call us on **020 7613 8080**



If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff.

Newlon Housing Trust  
Newlon House, 4 Daneland Walk,  
Hale Village, London, N17 9FE.  
Tel: 020 7613 8080

Phone calls may be recorded for training and quality purposes.

Newlon Housing Trust is a charitable housing association.

This leaflet was correct at the time of printing. Information does change over time. Please check our publications at [www.newlon.org.uk/publications/leaflets-brochures/](http://www.newlon.org.uk/publications/leaflets-brochures/) for the latest version.

NHT-HS-NOISE-07/23