

# How will you deal with my noise complaint?

Everyone perceives noise nuisance differently. It's not just about how loud something is, but what is acceptable to the average person. Noise is generally considered to be unwanted sound, but what one person considers unwanted may not seem unreasonable to someone else.

Before taking action we have to decide, as an enforcing authority, what is reasonable and what is not.

## Initial Response

The first thing we do is check whether there have been any similar complaints made for the same property in the past. If we have received nothing similar in the last 12 months we consider this to be a new complaint.

We will usually ask you to fill in diary sheets so we can look in depth at the times of day the problems arise and the extent of the problem, if it continues.

If the noise is serious and happening at the time you contact us, we may be able to come straight out.

We will write to the person that you have said is causing the noise. This will frequently resolve your noise complaint informally.

## Investigations

Investigations can be complicated and lengthy. Certain types of noise are difficult for us to assess so we may ask you to contact us at the time you are experiencing a problem or fill in diaries with details of how often the noise occurs.

If the problem cannot be resolved informally, we will need to witness the noise. This can be done either by visiting at times when the noise is happening or by using noise recording equipment.

If we are satisfied that a nuisance is being caused or that the noise is having a detrimental effect of a persistent or continuing nature, a Notice may be served on the person causing the problem. Any breach of this notice can lead to prosecution and/or seizure of noise-making equipment.

## Legal Action

A very small proportion of cases do result us taking legal action. Should the case go to court it is only then that we will disclose who has made the complaint.