

Domestic Noise Procedure

We employ specialist Officers who will investigate complaints of noise nuisance affecting residents.

How does the Council investigate noise?

Any person wishing to make a complaint about domestic noise nuisance is first advised to speak to their neighbours about the noise. Many problems can be dealt with in this way, as your neighbour may not even be aware that they are causing you a problem.

If this does not work, the 'complainant' (the person affected by the noise) can download Diary Sheets from our website.

- **Diary sheet and declaration**

As the complainant, you are asked to complete these forms to provide a record of the dates and times of any nuisance noise and of the effect it is having on you. The diary sheet is a schedule of these dates and times and the declaration is a form signed by the person completing the diary to confirm that the diary is a true record of events. The diary sheet should be used to record no more than two weeks of the noise you are experiencing.

Once a diary sheet has been completed, it should be returned without delay.

The completed diary sheet will be used to establish how often the noise happens and how long it lasts. At some point the diary sheet may be shown to the persons who are alleged to be causing the noise. The declaration form will remain confidential, since this will contain personal details that would identify the complainant.

The diary sheet is essential and without this completed diary sheet being returned to us, we will not begin the noise investigation.

- **Noise monitoring**

Once a completed diary sheet has been received, we begin the investigation process. At this point, we will write to the source of the noise to inform them that we are investigating noise from their property.

We will then need to find out what the noise sounds like from inside your home. This is routinely achieved by installing specialist noise monitoring equipment for a short period of time (usually a week). You will be shown how to use this equipment to record several typical examples of the noise. When the equipment is recovered and downloaded, the recordings are assessed by qualified Environmental Health Officers, who will then reach a judgement on whether or not the noise is excessive and/or unreasonable.

- **What comes next**

Where any evidence of noise is considered to be unreasonable and excessive, the source (person creating the noise) is normally invited to attend an interview so that the evidence can be presented to them and a solution found. If a solution can't be found, then more formal action may be necessary.