

Are there Alternatives to Legal Action?

Noise disputes are often resolved informally. Legal action should be a last resort. It can be unpleasant and could worsen the relationship between you and your neighbour. It is very important that you do your best to resolve any problem in a friendly way.

Whitefriars operates a professional Mediation Service that can help to resolve neighbour disputes. Please contact us if you wish to discuss this further.

Top Tips

- Keep the volume of Hi-fi's, radios and televisions as low as possible especially at night
- Position fridges, freezers and loud speakers well away from party walls
- Use washing machines, vacuum cleaners and other noisy equipment during the day
- Try to ensure that your dog does not bark or whine for long periods of time
- Do noisier DIY jobs during the day
- Inform your neighbours if you're having a party and try to keep noise to a minimum
- If you play a musical instrument, do not practice early in the morning or late at night
- Try to carry out unavoidable noisy activities during the hours of 8.00 am - 7.00 pm
- Be considerate and respectful of particular needs your neighbour may have (e.g. a night shift worker)

Our Housing Offices

9 Little Park Street,
City Centre, Coventry
Tel 024 7676 7111

29-31 Riley Square,
Bell Green, Coventry
Tel 024 7670 8400

192 Torrington Avenue,
Coventry
Tel 024 7649 6700

St James Lane,
Willenhall, Coventry
Tel 024 7651 6700

Public Protection Division

Environmental Health Service

Daytime: 024 7683 1834

Mon - Thurs: 8.30am - 5.00pm

Fri: 8.30am - 4.30pm

Evenings and Weekends: 024 7683 2222 ask for Kilo 2

Mon - Thurs: 5.00pm - 2.00am

Fri: 10.00am - 2.00am

Need help in your own language?

French

Pour vous assister en votre
propre langue

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

نمساعدتكم في لغتكم

Kurdish

بۆیارمه تیدان به زمانی خۆت

☎ 024 7676 7000

Noise Nuisance



Whitefriars Housing Group Ltd

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Web www.whitefriarshousing.co.uk Email info@whitefriarshousing.co.uk

a charitable, industrial & provident society

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Noise Nuisance

Many people do not realise the effect their enjoyment of loud music and many other noise generating activities may have on their neighbours.

Noise that is excessive or intrusive may contravene Whitefriars' Tenancy and Leasehold agreements and may constitute what is called a "statutory nuisance." A noise nuisance is very often persistent noise that affects you in a significant and unreasonable way. It will be more than an annoyance and much more than the mere detection of noise.

Many factors determine whether or not a noise is a nuisance, including:

- The time of day
- Where you live
- How long the noise lasts for
- The volume of the noise
- The character of the noise

A noise nuisance may be caused by many activities including music, DIY, shouting, banging, barking dogs and carrying out household tasks such as vacuum cleaning at inappropriate times.

What can I do if I am affected by noisy neighbours?

Many noise problems, particularly those involving neighbours, can be resolved informally, for example, by explaining to your neighbours the difficulties they are causing. Approach your neighbour and explain politely that their noise is affecting you. You may find this difficult, but often people are unaware that they are causing a problem. Most will be glad to do what they can to reduce noise. However, approach the matter carefully if you think your neighbour might react angrily to a complaint. If this approach fails Whitefriars may be able to help.

How can I make a complaint about neighbour noise?

Complaints can be made in person, by telephone, or by letter to any of Whitefriars housing offices (contact details are at the back of this leaflet) or via our website at www.whitefriarshousing.co.uk. Your complaint should include:

- Your name and address and (where possible) a daytime phone number.
- The address where the noise is coming from and the type of noise (e.g. barking dogs, loud music)
- When and for how long the noise occurs (it will help if you have made a written record of the times and dates when the problem has occurred).
- The way the noise affects you (e.g. stops you from sleeping).
- Anything you have done to try and deal with the problem (e.g. speaking to the person making the noise).

Details of your name and address will be kept in strictest confidence. Sometimes, though, the person you have made a complaint about may guess who has complained or may approach you to ask if you have made the complaint.

What will Whitefriars do?

On receipt of your complaint, we may have to ask you for additional information, if we do not have all the above details. We will liaise with the City Council and other landlords if appropriate. Our first step is to acknowledge receipt of your complaint. We will do this within 5 working days. We may also ask you to complete an incident diary giving details of any further disturbances during the following 4 weeks or so. This record may be used if legal action is necessary later on.

At the same time we will refer the noise complaint to the Environmental Protection team within Coventry City Council with whom we have a Service Level Agreement. The Council has additional powers to stop noise nuisance and provides a late night and weekends monitoring service. We will provide the details of this service to you.

In most cases we will wish to contact the person alleged to be causing the disturbance telling them that a complaint has been made, and advising that investigations will be made should further complaints be received. We will not do this, however, without agreeing it with you first.

What happens if the noise nuisance continues?

We will assess your incident diary and all other evidence that is available to us. Working with Coventry City Council, we will attempt to evidence the disturbance directly to assess if it constitutes a "statutory nuisance." Noise recording equipment may also be used. If an Environmental Protection Officer from the Council is satisfied that a "statutory nuisance" exists, a Noise Abatement Notice will be served on the person causing the problem. Whitefriars will also issue a letter warning that the individual has broken the terms of their agreement with us and that legal action to enforce that agreement will be taken if the problem persists.

In some instances it may not be possible to take formal action, particularly where the noise occurs intermittently and is not judged to be a nuisance. If this is the case then we will advise you of our opinion and our reasons for it.

Where there is evidence of noise nuisance continuing after a Noise Abatement Notice has been issued by the Council, or a formal warning by Whitefriars, we will review the evidence with you and consider taking legal action.

The principal legal actions that are available to respond to noise nuisance are:

- Injunction Orders
- Anti Social Behaviour Orders
- Tenancy Demotion Orders
- Tenancy Possession Orders
- Prosecutions under the Environmental Protection Act (by the Council)