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Tercüme için lütfen irtibat kurunuz:

للترجمة يرجى الاتصال بـ:

☒ Policy and Insight, Peabody  
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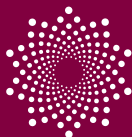
✉ [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk)

☎ 020 7021 4444 or 0800 022 4040



# Noise nuisance

How Peabody can help



**PEABODY**



## What is noise nuisance?

Noise is generally considered to be unwanted sound, but perception of what is noise varies from person to person.

Not all noise will be a nuisance, and the law does not give an absolute right to peace and quiet. We will not be able to resolve the issue where the noise is not unreasonable, simply irritates someone or if someone is unusually sensitive.

Before taking any action, we have to decide whether the noise is unreasonable, based on a number of factors including:

- the duration, frequency and intensity of the noise and when it occurs
- whether it is a one-off or continuing problem
- whether it is being made deliberately.

## What we will and won't do

Examples of the types of noise that we will investigate include:

- barking dogs
- noise from vehicles or machinery
- DIY activities done outside of reasonable hours (7am-11pm)
- loud music or television
- shouting or banging from a property.

We will not investigate noise where it concerns, for example:

- a one-off event
- the everyday use of a property (lights being switched on or off, footsteps, doors closing and opening, use of household appliances, people talking, low level sound from TV/radio)
- where properties have poor sound insulation.

## Reporting noise nuisance

If you are disturbed by noise, you can report it to us:

- at **[www.peabody.org.uk/reportasb](http://www.peabody.org.uk/reportasb)**
- call Peabody Direct on **020 7021 4444**
- in writing to **Peabody Direct, 45 Westminster Bridge Road, London SE1 7JB**
- in person to a member of staff.

We will contact you within five working days to discuss the issue and decide what steps need to be taken next.

We will agree a course of action with you, let you know what we intend to do and how long it will take.

In order to help our investigations, we may need you to:

- keep records of the noise on diary sheets that we will provide you
- allow access to your property so that we can witness the noise or set up noise monitoring equipment
- if necessary, provide witness statements and be willing to provide evidence in court.

Many noise reports are resolved quickly and informally. However some complaints may not be so easy to resolve and we may need to have sufficient evidence, such as an officer of a local authority noise team witnessing the noise, in order to take any action.

## What action can we take?

We take reports of noise problems seriously and have duties and powers which allow us to deal efficiently with reports of noise that affect our residents. If we assess a noise as being unreasonable, we can:

- offer a mediation service to help you and the person making the noise (the perpetrator) reach a mutually acceptable and agreed resolution

- use a range of non-legal methods to encourage the perpetrator to change their behaviour (warning letters, acceptable behaviour contracts)
- work with the police and local authority to issue notices, seize any equipment and/or prosecute if a notice is breached.

We may seek to evict a perpetrator from their property, but this will only be in the most persistent and serious cases.

If, after investigation, we are unable to deal with the problem, you can take your own action under Section 82 of the Environmental Protection Act 1990.

## **Tips to reduce noise made in your home**

Sometimes we may not realise that the noise we make disturbs others, and this can quickly escalate into disputes that are difficult to resolve. Here are some simple solutions you can take to reduce the noise that you make:

- Put felt pads under chairs and tables to stop them from scraping across the floor
- Avoid walking in high heel and hard-soled shoes in your home, especially if you have tiled or hardwood floors. Use carpets or mats if your property is not carpeted
- Keep the volume of the radio, music, computer and TV at a reasonable level, especially late at night
- Try not to do noisy activities such as vacuuming, DIY, repairs and moving heavy furniture outside of reasonable hours (7am-11pm)
- Place your stereo and audio equipment off the floor and away from the internal walls that you share with neighbours
- If your tenancy agreement allows you to have a dog, which barks when it is left alone, leave the radio on a 'talking station' on a quiet volume
- Let your neighbours know in advance if you are planning to do some DIY or have a party. If people are expecting some noise they will be less likely to make a complaint.
- Replace an old or faulty burglar alarm.

## Tips to reduce the noise you receive

If you are affected by noise, there are several things you can do to reduce the problems:

- Let your neighbour know if the noise they make is disturbing you. They may not be aware that they are causing a problem, and can then make changes to reduce or stop the noise. If talking to them does not help, or you feel that you are unable to approach them, you can contact us and we will assess your complaint.
- Hang thick curtains or put sealant on windows and doors to insulate against sound.
- Buy a specialist noise cancellation machine that is designed to drown out everyday noise.
- Put furniture against walls through which the noise passes, but move your bed away from affected walls

