

HOW YOUR DOMESTIC NOISE COMPLAINT WILL BE INVESTIGATED.....

1. We will contact you on receipt of your complaint to discuss the matter further.
2. If appropriate, we will then visit your neighbour to discuss the allegations with them and to offer any advice, information or guidance on noise which may improve the situation but bearing in mind that it is an allegation at this point.
3. If we do not find your neighbour at home we will leave a card for them to contact us. If no contact is made after that we will write to them explaining the situation and asking for their co-operation in the matter should they feel that the complaints may be justified.
4. At this point we may ask you to monitor the situation for approximately 10-14 days by completing an observation sheet to ascertain the impact of our visit. If we do not hear from again, we will assume that the problem has been resolved.
5. If you return the noise observation sheet we will assess it and decide if further informal intervention is required. This could be in the form of a warning letter to your neighbour or a face to face meeting or a telephone discussion to advise them that the noise nuisance is allegedly continuing. We will keep you updated as required and at some point we may also visit you.
6. We may ask you to monitor the situation again after a warning letter to your neighbour. If the noise continues, then we may at this point consider carrying out monitoring ourselves, If observations by officers or noise recording equipment confirm that a statutory noise nuisance has been caused by noise coming from your neighbour's property then we will serve a Noise Abatement Notice which requires them to stop causing a noise nuisance with immediate effect. With regard to Notices in relation to dog barking we would have to give your neighbour a reasonable time period to comply with the Notice.
7. If your neighbour does not comply with the Notice and we witness further noise nuisance we will take further enforcement action which may include a formal caution, seizure of noise making equipment or prosecution.

NB: As with all complaints the actions listed in 6 and 7 are a last resort and we would always try to work with yourself and your neighbour informally first to try to find some common ground to work with to resolve noise issues.