

## Everyone deserves peace and quiet

We're committed to helping residents live comfortably in their homes. While everyday noise is part of life, it becomes a problem when it regularly disrupts others' peace, rest, or wellbeing.

Noise nuisance is defined as **unreasonable, repeated, or excessive noise that affects another person's quality of life.**

## What it is – and isn't – noise nuisance?

Everyday activity – like walking across floors, using a washing machine or closing doors – wouldn't normally be considered a nuisance. People live differently, and we must allow for that.

But noise may become a nuisance if it is:

- Persistent, loud, or excessive.
- Happening regularly late at night or early morning.
- Preventing others from resting, sleeping, or using their home in peace.
- Clearly heard over your own television or music.

Occasional disruption or one-off incidents can be frustrating but are rarely something we can take formal action on.

## Why modern buildings make a difference

Some of our newer homes are built using timber frame construction, which – whilst meeting Building Regulations – can allow more noise to travel between floors or walls.

We ask residents to be mindful of this and show consideration for neighbours living above or below you.

## What if noise happens at night

Noise that affects your sleep between **11pm and 7am** may be considered unreasonable, especially if it's regular. However, this depends on the **volume, type and duration** of noise, and whether it's part of normal daily living or something more disruptive.

We understand that lifestyles and shift patterns vary – and we'll always assess fairly.

**What we'll do if you report noise.****When you contact us about noise:**

- We'll assess whether it may be a breach of tenancy or lease or a case of normal everyday noise.
- We'll ask if you feel comfortable speaking to your neighbour first – often, people simply aren't aware they're disturbing others.
- If needed, we'll agree a plan of action with you – including using incident log sheets to help us understand what's happening.
- If necessary, we'll contact your neighbour to discuss the complaint in a respectful and constructive way.

**If it continues**

If noise nuisance is ongoing and clearly unreasonable, we may:

- Refer you to your local authority Environmental Health team, who can assess for statutory noise nuisance and may install sound monitoring equipment.
- Use evidence from you and the council to take tenancy or lease enforcement action, if required.

In most cases, noise concerns can be resolved quickly through conversation and mutual understanding. But we'll support you where further steps are needed.

**People, Places, Partnerships in practice**

Noise affects how we live and feel in our homes.

- For **people**, it can impact sleep, wellbeing, and daily peace of mind.
- In the **places** we manage, we aim to foster environments where everyone can live comfortably and respectfully.
- Through **partnerships** – with residents, neighbours, and Environmental Health teams – we aim to resolve issues early and fairly.

By working together, we help create communities where everyone feels respected and at home.