



Fact Sheet Noise Nuisance

Noise Nuisance

We are committed to providing a high quality of life and living standard for our residents. We recognise that everyone has a right to enjoy their own lifestyle, but only when it does not interfere with the rights and quality of life of other residents.

Noise nuisance is defined as 'any significant and unreasonable noise which affects another person'. Whilst we can expect to put up with some amount of noise during our everyday lives, when it becomes so loud or persistent that it interferes with the enjoyment of your home, this may be classed as noise nuisance.

When is noise considered to be unacceptable?

Over the years the world has generally become more noisy, the use of amplified sound from music, television and other devices has increased along with the use of power tools, household appliances and noise from traffic etc.

Whilst this is part of our day to day living, it can become a nuisance if it is excessive and over a long period of time, especially if it is at an unreasonable time. If noise is persistently loud and continuous to the point that you may not be able to hear your own TV or music over the sound, this may be classed as noise nuisance.

If it is a one off incident, or only very occasionally, it can be very difficult for us to do anything about this, but should this be a regular occurrence, this may affect your quality of life and be classed as a nuisance.

Day to day noise from people talking, shutting doors, walking about, using appliances such as washing machines and hoovers during the day would not be considered to be a nuisance as we all have to go about our daily lives without the fear we will be complained about for being 'too noisy'. In these cases, we would not be able to take any action and will inform you of this should you make a complaint.

Many of our newer buildings have been built around a timber frame. Whilst this type of build has a number of advantages, noise transmission between floors is an issue that sometimes arises, despite the high levels of acoustic insulation required to be installed by Building Regulations. As a result, we have to make allowances for these additional modern aspects which affect noise travelling between homes.

Noise (other than that caused by someone walking about) which happens during the hours of 11pm and 7.00am which interferes with your ability to sleep may need to be addressed, dependent on the level of noise. We may have differing lifestyles and working shift patterns that may affect our neighbours but when noise becomes unreasonable it will affect our quality of life.

What we can do if you experience noise nuisance

If you report a complaint about noise, we will first let you know if we are able to deal with this as a breach of tenancy/lease or whether we consider this to be a reasonable noise which would not enable us to take any action against your neighbour.

We will ask if you have spoken to your neighbour, as they may not be aware that what they are doing is annoying you or causing a nuisance. Simply speaking to your neighbour and letting them know could be a quick and informal way of resolving the issue. We would always recommend you speak to them afterwards rather than in the heat of the situation when you may not be able to deal with the matter calmly and rationally. If you do not feel confident to speak to your neighbour, then we will understand.

If we establish that there could be noise nuisance, we will agree a plan of action with you. We will ask you to complete some incident log sheets as a record of the noise you are experiencing and that you return them to us. We will then review and agree the action plan. This could be by us visiting your neighbour to advise them about the complaint in order to try to resolve the issue.

If the noise nuisance is persistent and we have to take action with regard to a breach of tenancy, we will also ask you to contact your local authority environmental health department as they have the expertise to define whether it is statutory noise nuisance and also may install sound monitoring equipment in order to get further evidence.

Evidence is crucial if we wish to pursue a breach of tenancy or lease, which could ultimately lead to us taking legal action.

Please be assured that in the majority of cases these issues can be resolved quite easily just by talking to the person causing the issue and we will of course assist with this where it is necessary.

Some useful links to other organisations that can offer advice are listed below:

Local Authority Environmental Health Contacts with information:

North Kesteven District Council

<https://www.n-kesteven.gov.uk/residents/living-in-your-area/environmental-protection/pollution-and-nuisance/noise-nuisance/>

Lincoln City Council

<https://www.lincoln.gov.uk/anti-social-behaviour/anti-social-behaviour-2/4?documentId=312&categoryId=5>

South Kesteven District Council

<http://www.southkesteven.gov.uk/index.aspx?articleid=8320>

West Lindsey District Council

<https://www.west-lindsey.gov.uk/my-services/my-community/environment/pollution-control/nuisance-neighbours-noise-smoke-odour-etc/>