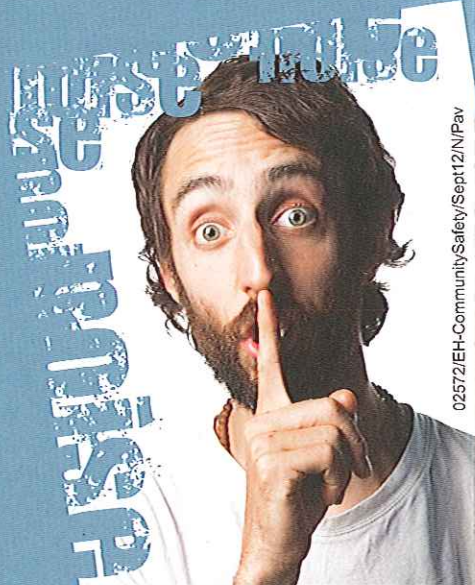


Don't be the **problem!**

The world would be a strange place if it was silent BUT too much noise is distressing, can make people ill and can also disrupt sleep.

Have a think about what you do.

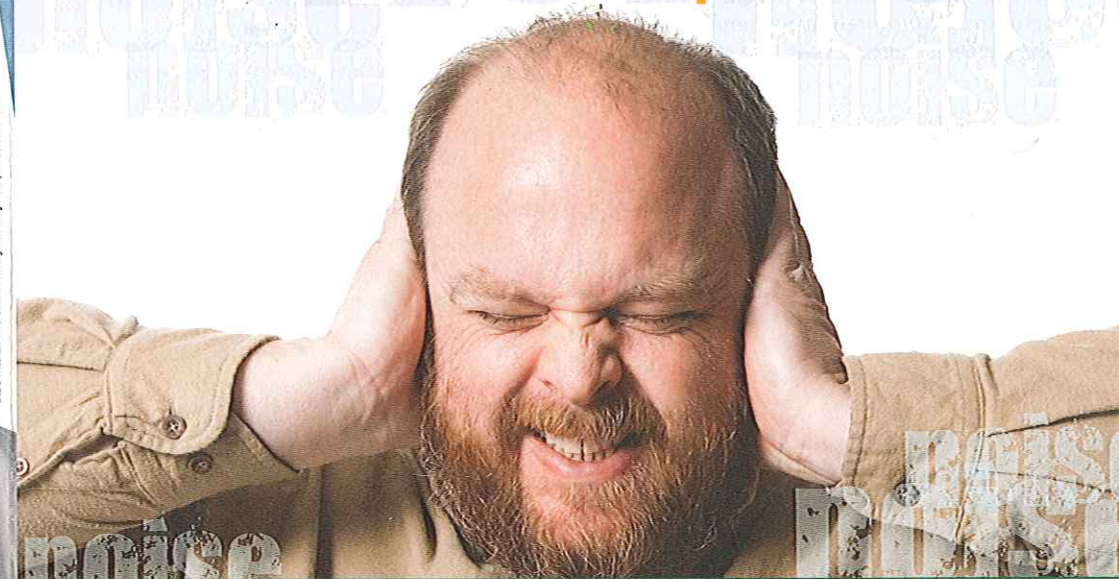
- **Keep the music down.** Don't place speakers next to your neighbour's walls or on the floor. The sound energy easily travels through the structure of the building. Place speakers on something soft to absorb the vibrations. Consider using headphones.
- **Enjoy your party but think of others.** Let them know you are having a party. Be in control. Keep doors and windows shut to keep the noise in. If someone complains give them some respect and turn the music down. Parties should be a special event not a weekly occurrence. Remember some people have work the next day and need their sleep. Children may also be disturbed and find it frightening to be woken from their sleep.
- **Had a good night out? Remember some are not so lucky.** Don't wake them up on your way home.
- **Don't allow friends to stand outside on the street making lots of noise.**



02572/EH-Community Safety/Sept12/N/Pay

What to do if you are disturbed by

noise



Putting people first.

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What to do if you are disturbed by

noise

We could not live in a silent world but too much noise can cause stress and anxiety. Therefore, the Council does have powers to deal with noise that causes distress (**Statutory Noise Nuisance**). This is noise that is more than trivial or annoying but significantly interferes with the enjoyment of your home. It has to be unreasonable and persistent. There are no set levels of noise that are considered to be a statutory noise nuisance.

The Council can deal with noise disturbance from all types of sources including houses, factories, pubs, warehouses, animals, car and house alarms, parties, fans and compressors etc

We **cannot** deal with:

- Aircraft, railway and road traffic noise
- Noise caused by normal living
- Noise caused by lack of sound insulation in a property.
- People in the street

The primary legislation that deals with noise is found in the **Environmental Protection Act 1990**.

If you are disturbed by noise, first try and talk to the person causing the noise. They may not know that they have disturbed you. Explain how it affects you. Do this at a time when you are both calm.

If this does not work or you do not feel comfortable to do this ring the **Environmental Health and Licensing team on 01707 357242** during office hours.

Be prepared to explain where the noise is coming from. Tell us how and when it affects you. If appropriate we will liaise with other agencies such as the anti social behaviour teams, housing providers, the University of Hertfordshire. (If the noise is due to normal living behaviour and is caused by poor insulation between properties Environmental Health cannot take nuisance action, but the other agencies may be able to help).

If the noise is from a commercial property we will visit that property to find a solution.

We can

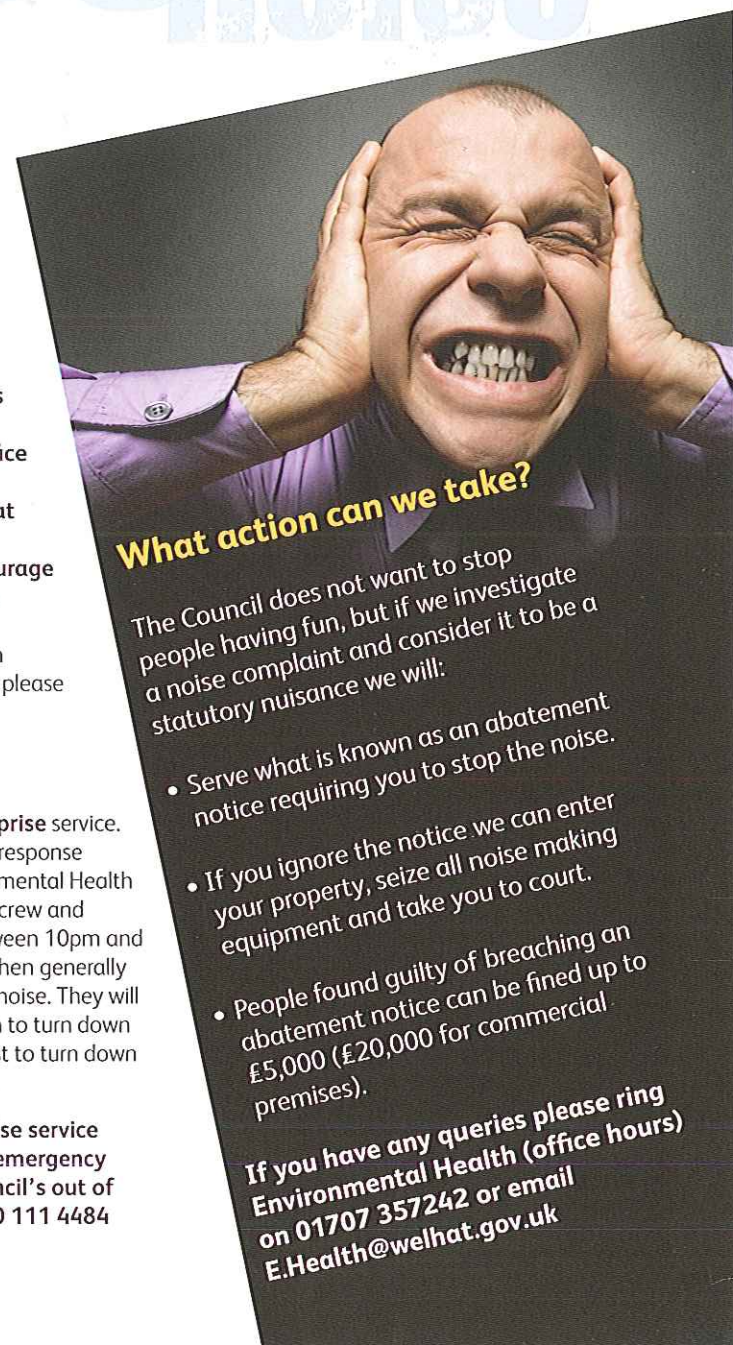
- Request that the alleged perpetrator keeps the noise down
- Provide you with diary sheets
- Install noise monitoring equipment or visit during office hours
- Respond to a noise incident at night (weekends)
- Provide mediation (we encourage both sides to work together).

If you are disturbed by noise from anti social behaviour in the street please contact the police on **101**

Out of hours service

We are part of the **Operation Reprise** service. This is a joint agency night noise response team. At the weekend an Environmental Health Officer will team up with a police crew and respond to noise complaints between 10pm and 3am. They will ring you first and then generally will visit your home to assess the noise. They will visit the perpetrator and tell them to turn down the noise. The face to face request to turn down the noise is usually very effective.

To contact the **Operation Reprise** service please contact the police non-emergency number on **101** or call the council's out of hours emergency number **0800 111 4484**



What action can we take?

The Council does not want to stop people having fun, but if we investigate a noise complaint and consider it to be a statutory nuisance we will:

- Serve what is known as an abatement notice requiring you to stop the noise.
- If you ignore the notice we can enter your property, seize all noise making equipment and take you to court.
- People found guilty of breaching an abatement notice can be fined up to £5,000 (£20,000 for commercial premises).

If you have any queries please ring Environmental Health (office hours) on **01707 357242** or email E.Health@welhat.gov.uk