

# FIRST STEPS TO DEALING WITH A NOISE PROBLEM

Noise can cause annoyance, lack of sleep, stress, and generally affect the quality of life.

- The best approach is to speak to the source of the noise and explain calmly and politely that you are being troubled by noise. Often people are unaware that they are causing a problem.

Explain to them that the noise is disturbing you and your family and tell them how and when you are being disturbed.

Invite them to come inside your home and hear the noise where appropriate so that they know that the problem is real.

- Although it may be difficult, it is important not to retaliate. Retaliation will only serve to increase tension between you and your neighbours and may result in a counter complaint being made against you. It can also jeopardise any court action even if your complaint is justified.
- An investigation by the Council can lead to a serious breakdown in neighbour relations and may not always successfully stop the noise. Remember that you are trying to find a realistic solution for the future that both you and your neighbours can live with.
- If the problem continues keep a diary recording dates, times and duration and the type of noise and how it affects you. You may wish to consider writing to your neighbour asking them to stop the noise nuisance and refer to any conversations you may have had. Keep a record of all these type of actions.
- If your neighbours are tenants discuss your problems with the landlord. Most Conditions of Tenancy require that tenants do not cause nuisance to neighbours; the local authority or a housing association will take action if nuisance is being caused.
- If the problem persists contact the **Environmental Protection team on 01775 761161.**
- There are mediation services which can help you to resolve noise and other neighbour problems. You can contact Mediation UK, Alexander House, Telephone avenue, Bristol BS1 4BS 0117 904 6661 who can put you in touch with your local mediation service.