

# Neighbourhood Noise

What to do when you're affected by noise

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**We understand how disturbing excessive noise from neighbours can be. The most frequent complaints we receive are about animal noise, loud music or TV, the banging of doors and cupboards, heavy footfall, or DIY activities.**

Whilst everyone has the right to enjoy peace and quiet at home, it's not possible to make properties completely soundproof. So we should all be aware that there will always be some noise transfer between properties, especially places like flats where there's not as much space between homes.

The quality of sound insulation has changed over the years and, in older homes or where certain

building methods were used, you can often hear your neighbours more than you may want to. Examples such as footsteps, talking, dropping objects or children playing are everyday noise and there will be little that we or the local authority can do about them. Legally, neighbours are entitled to go about their life creating normal amounts of noise without having to worry about how it affects others.



# What to do if you're being affected by noise

## 1. The first time you're affected by noise from a neighbouring property, and it is safe to do so, you should try speak to your neighbour.

Even if you're feeling angry about the situation try to remain calm – you're far more likely to reach a positive outcome for both of you this way. Remember, your neighbour may not be aware of the noise they're causing, and the effect it's having.

If you're not comfortable doing this, you can make use of the "Dear Neighbour Card" which can be downloaded from:

<https://www.ravenht.org.uk/living-in-my-home/my-tenancy/neighbourhood-issues/>

Make sure you keep a note of any discussions you have with your neighbours, including the dates and times they take place, and any agreements made, as this information may be needed at a later date.

## 2. We understand that people have different lifestyles and may not feel entirely comfortable approaching their neighbours, in these cases we would encourage the use of mediation services.

Mediation is an effective way of resolving disputes without the need to go to court. It involves an independent third party - a mediator - who helps both sides come to an agreement.

### Surrey:

Mediation Surrey

Website and online form:  
[www.mediationsurrey.org](http://www.mediationsurrey.org)

Call: 0330 134 0260

### Sussex:

West Sussex Mediation Services

Website and online form:  
[www.wsm.org.uk](http://www.wsm.org.uk)

Call: 0300 200 0025

## 3. If discussions with your neighbour have failed and you consider the noise to be a statutory nuisance or unreasonable, then you should contact us.

Report to us by:

Your MyRaven online account:

<https://myraven.ravenht.org.uk/requests/raise/asb>

Call: 0300 123 3399

Email: [raven@ravenht.org.uk](mailto:raven@ravenht.org.uk)

Creating noise nuisance could be a breach of the tenancy agreement with us. We'll always investigate these complaints, however, if you have not previously attempted to speak with your neighbour, then we may ask you to start with mediation services. Taking formal action is our last resort and can be a lengthy process. Formal action requires detailed evidence, so in this situation we need your full support for any legal action to be successful.

# Gathering evidence of noise issues

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For us to investigate any allegations of noise fully, we require incident logs to be completed. These are the best way to record not only the date and time the noise is occurring, but also what may be causing the noise along with the impact it's having on you.

We may also require some recordings of the noise – and while we do have noise recording equipment there's usually a long waiting list for this, so we encourage you to make use of the noise app. The noise app is a free app for any smart device that allows you to provide recordings directly to us.

More information on the noise app can be found at <https://www.thenoiseapp.com/#/>

**Or by scanning the QR code for your device below**



Apple Devices



Android Devices

Reporting the matter to us may not always result in us taking enforcement action against those causing the noise – and if this is the case this the we'll discuss alternative options with you.

[www.ravenht.org.uk](http://www.ravenht.org.uk)

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