



saha
Transforming Lives

Noise Nuisance





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saha recognises that anti-social behaviour can have a damaging impact not just on the victim(s) of anti-social behaviour but also on the community as a whole. it can lead to existing residents feeling isolated, frightened or unhappy in their homes and result in people feeling they have to move away. One of the most common types of nuisance is

What is noise nuisance?

Noise nuisance can be defined as noise that interferes with the reasonable enjoyment of your home. Some noises have to be accepted as part of daily living, such as babies crying and one off parties (providing that they end at a reasonable hour). Whether a noise nuisance is unreasonable depends on several issues:

- The intention of the person creating the noise
- The nature of the premises and surroundings
- To what degree the nuisance affects quality of life
- The level of sensitivity of the victim

For example carrying out noisy DIY tasks during the day is probably not unreasonable. However, carrying them out at 3 o'clock in the morning and keeping neighbours awake is wholly unreasonable.

I'm suffering from noise nuisance - what should I do?

If you are being affected by a noisy neighbour, we suggest that you take the following action: -

- In the first instance we recommend that you try speaking to the person causing the disturbance before approaching the Association. It may be that the person does not realise they are causing a problem.
- We recommend that you don't deal with the problem when it is happening if you feel angry as this can result in the problem being made worse. Approach the person in a calm way and politely explain what it is that they are doing and that it is causing you a problem. In most cases, this should result in the problem stopping.
- Once you have spoken to the person, if the problem persists, please contact the Customer Services Centre on 0800 970 6363 or Centre staff. They will be able to give you some immediate guidance and information. Your call will be logged and details passed to your local saha Officer. Alternatively, speak to your Support Worker, Project staff or Key worker in person.
- You could contact the Environmental Services Department or your local council. Their number will be in the phone book. They can deal with statutory nuisance by serving an Abatement notice on the perpetrator ordering them to stop the nuisance.
- Always keep a note of the date, time and details of any incidents. They could be required at a later date. Environmental Services or saha can provide you with an Incident Diary for on - going problems.

In more serious cases, there is rarely an overnight solution. Sometimes, actions can be drawn out over a number of weeks or even months. However, saha is committed to tackling all anti-social behaviour, including noise, in and around the properties it manages to ensure that residents can have quiet enjoyment of their homes.

What will saha do about noise nuisance?

- Your local saha officer will contact you within a maximum of 5 working days, depending on the seriousness of the problem. In many cases they will visit you to discuss the problems you are experiencing.

- In consultation with you, your saha officer/Centre staff will decide in an action plan to deal with the nuisance.
- In some cases, we may recommend that both parties attend mediation to try to resolve the problem.
- If you are unable to do so yourself, we may contact Environmental Services on your behalf.
- If the perpetrator of the nuisance is a saha resident, we may write to them or visit them to emphasise the terms of their occupancy agreement.
- In very serious cases, we will consider taking legal action to stop the nuisance. This could be in the form of an injunction, Anti-Social behaviour order or through Possession Proceedings for breaking the terms of their tenancy.
- If the perpetrator is not a saha resident, where necessary, we will liaise with other agencies in order for them to take the most effective form of action to stop the nuisance.
- The action plan will be followed through and we will contact you after the case is closed to make sure that the anti-social behaviour has stopped.



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