



Being a considerate neighbour.. Things to consider to avoid complaints:

- Noise can be a statutory nuisance at any time of day, but the hours between 11pm and 8am are particularly noise sensitive; Please keep noise levels down during these times to avoid complaints.
- Keep doors and windows closed; go outside to check if you can hear any noise /music from your property; excessive external noise can be identified as a statutory nuisance.
- Consider the flooring in your home; Laminate flooring (particularly in flats) can cause increased noise. To help reduce noise caused by hard flooring, consider putting down rugs and fitting felt/ rubber pads to movable furniture.
- Keep audio equipment off adjoining walls, away from windows and where possible, raised off the floor
- Avoid doing DIY or using noisy gardening equipment before 8am or after 8pm.

It is unreasonable to expect total silence in your home. As a tenant in a residential area, a degree of tolerance is required, however a tenant has a responsibility to ensure their activity is not causing a nuisance to neighbours.

To report ongoing noise nuisance between the hours of 6pm and 3:30am (Mon-Sun), please contact the Out of Hours Noise Nuisance Team.

**Out of Hours Noise Nuisance Team:
0113 3760337**

(operating between 6pm - 3:30am, 7 days a week)

Once you have contacted the noise reporting line, you will receive a call back from the ASB Response Team. Where noise is still ongoing, a visit will be attempted at the offending address and the noise will be witnessed. Officers will speak with the occupants with a view to persuading the noise to be stopped. A report will be made by officers which will be forwarded on to BITMO or Leeds Anti-Social Behaviour Team to consider whether further action is required.

To report regular noise nuisance from a council tenant please contact:

**BITMO
0113 3782188**

Email: ASB.Enquiries@belleisletmo.co.uk

To report regular noise nuisance from a private rented property, or home owner please contact:

**Leeds Anti-Social Behaviour Team
0113 222 4402**

Email: noise@leeds.gov.uk

www.leeds.gov.uk/saferleeds

Noise Nuisance

Belle Isle TMO

Information Leaflet



How to report noise nuisance

Noise is part of everyday life, but it can sometimes become a nuisance when the level and frequency of noise makes an unreasonable invasion into your home. This leaflet explains:

- How to avoid complaints.
- How to report noise nuisance.
- How the council deals with complaints of noise nuisance.



BITMO and **Leeds Anti-Social Behaviour Team (LASBT)** will investigate reports of noise nuisance to identify whether a statutory nuisance is being caused.

Noise as a result of everyday living such as children playing and household noise is not generally considered a nuisance. To be a nuisance, noise must be causing substantial and unreasonable interference in your home on a regular basis.

When considering whether noise is unreasonable many factors are considered such as the time of day it occurs, the volume of the noise, the frequency with which it occurs, the source/cause of the noise and the ability for the sound to be controlled.

It is important to recognise that some everyday noises are inevitable and to consider whether noise problems are a result of thoughtless rather than unreasonable behaviour.

Sometimes mediation can be used between both parties to reach an agreeable arrangement on times of day when noise is acceptable.

BITMO recognises that noise nuisance can cause a significant impact on an individual's health and wellbeing, where a persistent excessive noise concern exists.



Types of noise we investigate:

- **Amplified Noise / Raised Voices;** Noise from televisions, stereo's, speakers and other audio equipment as well as raised voices, or noise from children can cause a nuisance. It is important you are aware of the noise coming from your property and how it may impact on your neighbours.
- **Dog Barking / Noisy Animals;** Excessive dog barking and other animal noise can impact on an individual's enjoyment of their home and amount to statutory nuisance. Responsible ownership of a domestic pet means ensuring their behaviour does not impact on neighbouring properties.
- **Household Noise / DIY;** Household noise and general DIY / maintenance can affect a neighbouring property. It is important to consider how noise travels and impacts on a neighbour; where possible speak to your neighbour before planning any noisy activity.
- **Fire / Property Alarms;** A continuous sounding household alarm will cause a significant disturbance to neighbours. Where you are unable to speak to the owner, please contact LASBT. Where possible LASBT can take action to stop the alarm.



Investigation:

Where problems cannot be resolved between neighbours in an agreeable way, noise such as loud music, persistent dog barking and the use of power tools/DIY at an unreasonable time can be investigated by either **BITMO** or **LASBT**.

If you are a BITMO tenant you must contact your local Housing Estate Management officer in the first instance to discuss the matter. If you are a private tenant you should contact LASBT.

An officer will initially ask you to complete a noise nuisance diary. Once completed it is assessed and a decision will be made whether to contact the accused. If agreed the accused will be spoken to about reasonable levels of noise and warned about the possible risk to their tenancy if their behaviour continues.

If the behaviour is persistent BITMO may seek support from LASBT (LCC tenancies only) to resolve.

LASBT may then take action under the Environmental Protection Act 1990 and issue a 'Section 80 Noise Abatement notice' seeking an immediate stop to the nuisance, or consider other proportionate action in line with policy and legislation.

It is important to note where evidence of a persistent nuisance is identified, a tenancy can be put at risk.