

# Noise Nuisance



east  
end  HOMES

# About this leaflet

If you are suffering from noise nuisance from a neighbour, then this leaflet may help you to deal with your problem



## Introduction

EastendHomes believes that every resident is entitled to live without having to endure noise nuisance from neighbours.

EastendHomes is committed to taking action against those responsible.

## What is noise nuisance?

In general terms, noise nuisance can be regarded as unwanted sound. It could be sound that is loud, intrusive or occurring at the wrong time.

Examples of this could include:

- Loud music/noisy parties
- Dogs barking
- Household noise
- Sound of footfall due to hard flooring on properties above

## How to report noise nuisance

EastendHomes- Contact your local housing centre. (details overleaf)

### **Tower Hamlets Environmental Health Environmental Protection**

Environmental Health Environmental Protection (EHEP) is a section of the council and is responsible for investigating noise nuisance in Tower Hamlets. EHEP officers can witness noise incidents and have the power to take legal action against those responsible for statutory noise nuisance.

During office hours EHEP can be contacted on 020 7364 5007. The section also operates an emergency 'out of hours' noise patrol between 8.00pm and 3.30am , Monday to Thursday and 24 hours from 8pm Friday to 3.30 am Monday .You can contact the out of hours patrol on 020 7364 7070.



# What EastendHomes will do

## Investigation

- We will fully investigate your complaint in a confidential manner. EastendHomes works closely with Tower Hamlets Environmental Health Environmental Protection (EHEP) and with your agreement, we can liaise with them to investigate your complaint.
- We will regularly review and monitor your case in the event of further incidents and update you on progress at each stage of the investigation.
- If there is sufficient evidence in the case, then action will be taken against identified perpetrators.

## Action

There are a number of ways that we can take action on noise nuisance:

- Arrange mediation
- Interview identified perpetrators and formally warn them about their conduct
- Work with EHEP to take action on statutory nuisance cases
- Obtain injunctions from the county court and / or undertakings
- Undertake legal action to evict perpetrators from their home

# What you need to do

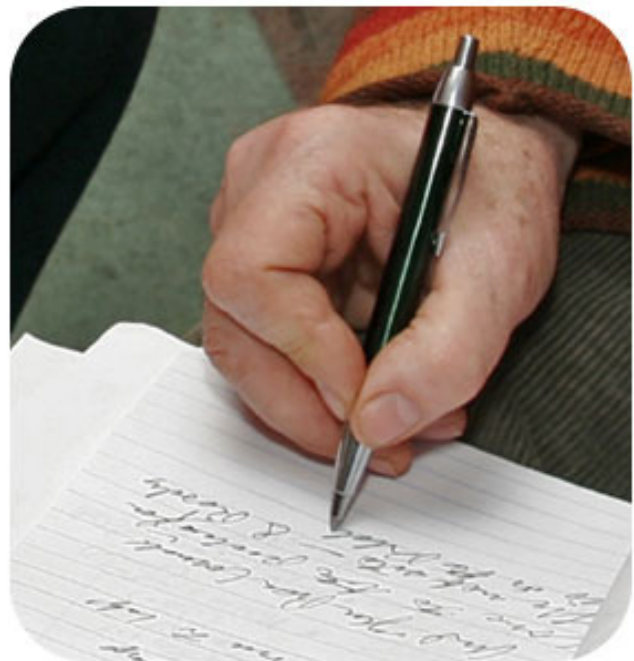
In order to take legal action against perpetrators of noise nuisance, the courts require good evidence:

- Evidence must be first hand, which means it must be what you or another witness has seen or heard.
- Evidence must be clearly set out, with specific details of incidents (see 'Incident diaries' below).
- Evidence must show that the noise has had a substantial effect.

## Incident diaries

The diary sheets are important tools in gathering evidence as they can help to identify patterns of the noise nuisance.

The incident diary should be completed whenever an incident occurs, detailing the date, time and description of the noise being experienced. When completed, incident diaries should be returned to your Housing Centre.



# Dealing with the problem yourself

Sometimes in noise nuisance cases, the most effective option can be to discuss the problem with your neighbour. Often, people are not aware that they are causing a problem. If that does not work, the Mediation Service may be able to help in resolving a dispute. Contact your Housing Centre for further information.

If this informal approach is not successful, or you do not think it would be appropriate to speak to the neighbour directly, you should report the incident to EastendHomes, and also contact the Council's Environmental Health Environmental Protection section.

## Taking your own action

The Environmental Protection Act, which covers the law relating to noise nuisance, also allows for individuals to take their own legal action to have the nuisance stopped.

Remember that you may have to remain neighbours for many years to come and therefore you should think carefully before taking this option. If you want further advice on this approach, contact your local magistrates court.

# How to contact us

## **Mile End Housing Centre**

38 Wager Street, E3 4JE

Email: [mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)

Tel: 0208 880 7055, Fax: 0208 880 7810

## **Island Gardens Neighbourhood Centre**

137 Manchester Road, E14 3DN

Email:

[islandgardens@eastendhomes.net](mailto:islandgardens@eastendhomes.net)

Tel: 0207 538 2340, Fax: 0207 537 0512

## **St Georges Housing Centre (incorporating Glamis)**

61a Swedenborg Gardens, E1 8HP

Email:

[stgeorges&glamis@eastendhomes.net](mailto:stgeorges&glamis@eastendhomes.net)

Tel: 0207 680 8640 or Freephone: 0800 028 1587

Fax: 0207 680 8641

## **Holland Housing Centre**

35 Commercial Street E1 6BD

Email: [holland@eastendhomes.net](mailto:holland@eastendhomes.net)

Tel: 0207 456 6700, Fax: 0207 456 6731





## **Language Options and translations**

Copies of this document can be made available, on request, in a range of formats including:

**Translation (including Bengali, Somali and other community languages)**

- **Braille**
- **Large Print**
- **Audio Tape**

To request a different format, please contact your local housing Centre.

## **Other Leaflets available include:**

**Rents**

**Repairs**

**Customer care**

**Estate Services**

**Anti-Social Behaviour**

**Lettings Service**