

A guide to common noise complaints



DIY & Construction Noise

All of us, at some time, carry out repairs or improvements to our homes. Carrying out DIY of this nature can often lead to noise from sawing, hammering, sanding etc. Often DIY jobs take longer than originally anticipated!

The noise of DIY can be very annoying to neighbours, particularly when the work is being carried out on a party wall between houses. In addition, DIY is often carried out in the evenings and weekends, when people find time to catch up on these tasks.

How to prevent problems

If you are intending to carry out some DIY, which might take some time, you can try to prevent this from causing problems by having a chat with your neighbours and:

- discuss how long you anticipate the works will take
- agree times, which are suitable for both, when the noisiest work can be carried out.
- agree a time when noise will stop in the evenings (this is particularly important where the neighbours have small children)

If you are the person suffering noise

First of all, try having a friendly chat with your next door neighbour – it is quite possible that they haven't even considered that the noise may affect you. By raising the issue with them, it may well resolve the issue in a friendly way.

If you have tried approaching your neighbour and they are still causing a large amount of noise, from the early morning or into the late night – you can contact the Council. We will normally write to the person concerned and ask them to co-operate in not causing a noise nuisance.

If after this time, they still cause noise problems, please keep a diary of when the noise occurs and return it to the Council. We will try to visit to witness the noise or install sophisticated noise equipment, to assess whether a Statutory Noise Nuisance is occurring. If it is, the Council will serve an abatement notice on the person concerned restricting the hours of work.

Construction Noise

Sometimes you may find that near to you, a development of some sort is taking place. For larger developments, or where the development is in a sensitive area, the times of working are often controlled under a condition attached to the planning permission. In these cases, the hours of working are restricted to:

- Mon - Fri 7.30am-6pm
- Saturday - 8.00am-1pm
- Sunday and Bank Holidays - No working

If you are suffering noise problems as a result of a development, please contact the Planning Department, who will let you know if a planning condition is being breached. If the development did not have the planning condition attached to the permission, it is still possible for the Council to act. Contact the Environmental Health team who may be able to serve a notice under the Control of Pollution Act 1974, controlling the hours of working. Failure to comply with such a notice is an offence and could lead to the prosecution of the developer.

Alarm Keyholder Register

Hampshire Constabulary currently provides a scheme to register alarm key holder details for Hart residents and businesses.

The scheme is designed to apply to any domestic premise fitted with an audible intruder alarm (known as type B) and to any commercial premises with or without an audible alarm. Those premises whose alarms are linked directly to a monitoring station have their keyholders recorded by the monitoring company and so should not sign up to this scheme.

It is advisable that residents and businesses register their keyholder details as it will provide a direct point of contact to Environmental Health and the police in the event of a misfiring alarm. This will help prevent any unnecessary disturbance to neighbours, and avoid any unnecessary expense being incurred should the alarm need to be silenced in default.

To register your keyholder details online, or for further information on the scheme please click on the link below:

- [Hampshire Police Intruder Alarm Register](#)

Keyholder details can also be registered by email at:

keyholder.database@hampshire.pnn.police.uk or by telephone on 023 8042 6046