



You can prevent causing a nuisance by following these simple steps:

- Registering a key holder for your house alarm
- Carrying out noisy DIY in the middle of the day
- Keep the volume down on your TV or music system (especially the bass)
- Try to prevent your doors from slamming shut
- If your dog barks when you leave it try to give it plenty of exercise first. You can leave a radio on or refer to a trainer to seek behaviour advice.
- Only run washing machines or vacuum cleaners when it will cause the least disturbance.
- Move parties indoors after 11pm

Do you need more advice?

More information about what the law says and what constitutes a statutory noise nuisance can be found on our website at www.hart.gov.uk/pollution-noise



/Hart-Environmental-Health



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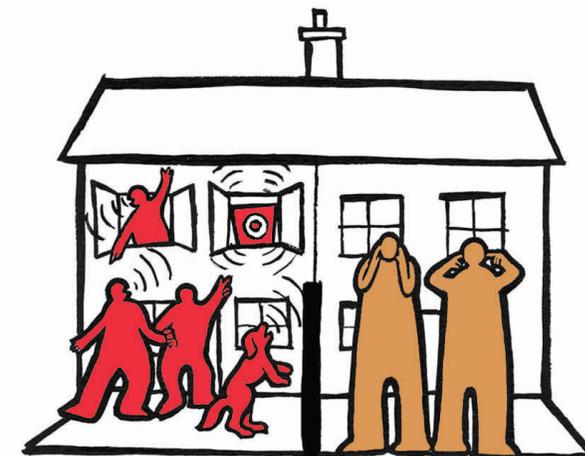
If you need further assistance you can contact Hart District Council's Environmental Health team on **01252 774421** or email eh@hart.gov.uk

Remember you can call the out of office number during evening and weekends on **0845 6770678**

You can call the police 101 non emergency number. They can log your complaint and give you further advice.



Hart District Council ENVIRONMENTAL HEALTH



NOISY NEIGHBOURS

What is a noise issue and how can I stop it?

Many people experience noise from neighbours from time to time. Occasionally the noise can become excessive and impact on the enjoyment of your property.

Common noise problems are caused by:

- Barking dogs
- Loud music
- Shouting
- DIY
- Slamming doors

Sometimes people are not aware that they are causing a problem. You can:

- Speak to the person responsible for the noise
- Speak to the landlord of the property
- Speak to an Environmental Health or Housing Officer

When investigating an alleged noise nuisance the following factors are taken into account:

- Locality
- Frequency
- Duration
- Time
- How the noise is affecting you in your home

The following are not likely to be considered a statutory nuisance:

- One off parties
- Neighbours arguing
- Lawnmowers used during the day
- A baby crying or children playing
- Dogs barking occasionally
- DIY during the day

Hart District Council's Environmental Health team cannot deal with the following as a noise nuisance:

- Traffic noise or engine revving on a public highway
- People shouting, laughing or screaming on a public road or footpath
- Air traffic noise

A case officer will be assigned to investigate the complaint and establish whether or not a statutory nuisance exists. The following action will usually be taken in the first instance:

- Letter sent to person causing the alleged nuisance encouraging them to stop
- Letter and incident logging sheets sent to person making complaint

Further investigation will be determined and carried out when the logging sheets are returned. The investigating officer will decide whether the noise is a statutory nuisance.

If the officer cannot substantiate that a statutory nuisance exists the complainant will be advised about pursuing other forms of action and the case will be closed. Under section 82 of the Environmental Protection Act you can also take your own civil action.

Out of hours emergency noise service

Hart District Council provides an out of hours service for those that have an emergency noise complaint between the hours of 18:00 on a Friday and 08:30 on a Monday, plus all public holidays. This service covers the following:

- Car alarms/House alarm
- Breach of served noise abatement notices and Police referrals
- Loud parties where more than one household has complained
- Ongoing cases where complainants have been given password access
- Ongoing cases where an officer is already investigating and procedures are in place

If you feel your complaint fits the above criteria you can call to use this service on

0845 6770678