



# NOISE

**HOW TO DEAL WITH PROBLEMS  
CAUSED BY NOISE**



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



## THE COUNCIL'S POWERS

This council is required by law to investigate complaints about noise, and to take legal action if the noise is so unreasonable as to be judged a 'statutory nuisance'. This does not depend on a measured level but takes into account factors such as loudness, frequency and time of day, and the extent to which the noise affects other people.

When statutory nuisance is witnessed the council will serve an abatement notice on the person causing the problem, failure to comply with the notice could result in prosecution, and even confiscation of any equipment (such as a sound system) used to make the noise.

Council officers must witness the noise before any action can be taken. Informal action is taken where the complaint is justified but the noise does not amount to a Statutory Nuisance.

The Environmental Protection Act 1990 has been amended to give the council extra powers to deal with noise in the street from car alarms, machinery or equipment.

However, the council's powers do not cover noise caused by:

- Road traffic
- Railways
- Aircraft (including helicopters)

## WHO TO CONTACT

If you wish to complain about noise, you can telephone the Environmental Services and Community Safety Division's Noise Line on (020) 8871 7869.

Complaints about noise can also be made during normal working hours on (020) 8871 6170. Investigating officers are available during the following hours.

- Monday to Thursday: 9am to 5pm; 7pm to 2am the following morning.
- Friday: 9am to 5pm; 8pm to 3am the following morning.
- Saturday: 1pm to 3am the following morning.
- Sunday: 9am to 4pm; 7pm to 2am the following morning.

All calls are logged even if the officers are unavailable.

For complaints about noise from council residential properties please telephone the Wandsworth Council Control Unit (24 hours) on (020) 8871 7486, or the District Housing Office.

## THE COUNCIL'S RESPONSE

When you make a call to the Noise Line you can expect a quick response, often within the hour. The response will usually be a telephone call to find out more about the complaint and whether the noise still persists.

Arrangements can then be made for an investigating officer to visit and witness the noise. As noise nuisances often occur at irregular and unpredictable times, it may be necessary to visit several times to witness the noise.

## THE COUNCIL'S ACTION

When the council is satisfied that the complaint is justified, the offender may be asked to comply with a request to keep levels down to an acceptable level.

If the problem is serious and persistent this approach may not be appropriate and a legal notice can be served under Section 80 of the Environmental Protection Act 1990.

This action will be taken within seven days of the offence being witnessed by a council officer. Offenders are usually given a short time to comply with the notice and the officers will make further visits to ensure that this is the case.

If the notice is ignored, or the problems recur, the council will consider prosecuting the offender, or seizing their sound equipment.

## HOW TO TAKE ACTION YOURSELF

There are cases where, in spite of numerous visits by officers from the Environmental Services and Community Safety Division, it has not been possible to witness the problem. In such cases individuals may be advised to take action themselves under Section 82 of the Environmental Protection Act 1990. Environmental Health Officers will be pleased to offer help and advice to anyone who wishes to pursue this course of action.

## GENERAL INFORMATION

For further information about the problems caused by noise please

Telephone: (020) 8871 7950

Fax: (020) 8871 7661

Write to us at:

PO BOX 47095, London SW18 9AQ

Email: [esd@wandsworth.gov.uk](mailto:esd@wandsworth.gov.uk)

Minicom: (020) 8871 8403

Further details are on our website at [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

*Environmental Services and  
Community Safety Division,  
Technical Services Department*



**Did you find this leaflet helpful? If you have any comments or suggestions please let us know by calling (020) 8871 6204.**

This leaflet is about how to deal with problems caused by noise. If you have difficulty understanding it in English, please contact Wandsworth Interpreting Service Bedford House, 215 Balham High Road SW17 7BQ. Phone (020) 8672 1043/3649

Le sujet de ce prospectus est comment traiter les problèmes causés par le bruit. Si vous avez du mal à comprendre l'anglais, veuillez contacter: Wandsworth Interpreting Service Bedford House 215 Balham High Road London SW17 7BQ Tél: 020 8672 1043 ou 020 8672 3649

French

কোশাল জনিত সমস্যার ব্যাপারে কি করা যায় সে সম্পর্কে এই প্রচারপত্রটি। এতে বর্ণিত তথ্য ইংরেজীতে বুঝতে আপনার কোনো অসুবিধা হলে অনুগ্রহ করে যোগাযোগ করুন:

Wandsworth Interpreting Service  
Bedford House  
215 Balham High Road  
London SW17 7BQ  
Phone: 020 8672 1043 or  
020 8672 3649

Bengali

Ta ulotka wyjaśnia jak sobie dawać radę z problemami wywołanymi przez hałas. Jeżeli masz trudności ze zrozumieniem jej treści w języku angielskim, proszę skontaktować się z: Wandsworth Interpreting Service Bedford House 215 Balham High Road London SW17 7BQ nr tel: 020 8672 1043 lub 020 8672 3649

Polish

અવાજને કારણે ઉત્પન્ન થતી મુશ્કેલીઓ સાથે કઈ રીતે વ્યવહાર કરવા વિશે આ પત્રિકા છે. તે અંગ્રેજીમાં સમજવામાં તમને મુશ્કેલ લાગતી હોય તો મહેરબાની કરીને સંપર્ક કરો:

Wandsworth Interpreting Service  
Bedford House  
215 Balham High Road  
London SW17 7BQ  
Phone: 020 8672 1043 or  
020 8672 3649

Gujarati

Este panfleto é sobre como lidar com problemas causados pelo ruído. Se tiver alguma dificuldade em compreender o Inglês, por favor, contacte: Wandsworth Interpreting Service Bedford House 215 Balham High Road London SW17 7BQ Tel: 020 8672 1043 ou 020 8672 3649

Portuguese

इस पत्रक में आवाज की वजह से होती मुश्किलों के साथ कैसे निपटना वो बताया गया है। इसे अंग्रेजी में समझने में आपको तकलीफ़ होती है तो कृपया संपर्क करें:

Wandsworth Interpreting Service  
Bedford House  
215 Balham High Road  
London SW17 7BQ  
Phone: 020 8672 1043 or  
020 8672 3649

Hindi

Warqaddaan qoran waxay ku saabsan tahay sida wax looga qabanayo mashaakillada uu buuqu sababo. Haddii aad dhibaato ku qabtid inaad ku fahamtid Ingiriis, fadlan la xiriir: Wandsworth Interpreting Service Bedford House 215 Balham High Road London SW17 7BQ Telefoon: 020 8672 1043 ama 020 8672 3649

Somali

ਇਹ ਪਤਰੀ ਇਸ ਬਾਰੇ ਵਿਚ ਜਾਣਕਾਰੀ ਦਿੰਦੀ ਹੈ ਕਿ ਸ਼ੋਰ ਦੇ ਕਾਰਣ ਹੋਣ ਵਾਲੀਆਂ ਸਮੱਸਿਆਵਾਂ ਦੇ ਨਾਲ ਕਿਵੇਂ ਨਿਪਟਿਆ ਜਾਏ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਨੂੰ ਇੰਗਲਿਸ਼ ਵਿਚ ਸਮਝਣ ਵਿਚ ਸਮਕਾਲ ਆਉਂਦੀ ਹੈ ਤਾਂ ਕਿ੍ਹਾ ਕਰਕੇ ਇਸ ਪਤੇ 'ਤੇ ਸੰਪਰਕ ਕਰੋ:

Wandsworth Interpreting Service  
Bedford House  
215 Balham High Road  
London SW17 7BQ  
Phone: 020 8672 1043 or  
020 8672 3649

Punjabi

Este folleto se refiere a cómo tratar con los problemas causados por el ruido. Si tiene dificultad para entenderlo en Inglés, favor contactar a: Wandsworth Interpreting Service Bedford House 215 Balham High Road London SW17 7BQ Tel: 020 8672 1043 ó 020 8672 3649

Spanish

یہ پمفلٹ ایسے مسائل سے نمٹنے کے بارے میں ہے جو شور و غل سے پیدا ہوتے ہیں۔ اگر آپ کو انگریزی میں اسے سمجھنے میں دشواری ہو تو براہ مہربانی اس پتے پر رابطہ کریں:

Wandsworth Interpreting Service  
Bedford House  
215 Balham High Road  
London SW17 7BQ  
Phone: 020 8672 1043  
020 8672 3649

Urdu

இந்தப் புத்தகம் ஒசையால் ஏற்படும் பிரச்சனைகளை எப்படிக் கையாளவேண்டும் என்பதைப் பற்றியது. இதை ஆங்கிலத்தில் புரிந்துகொள்ள சிரமமாக இருந்தால், தயவுசெய்து தொடர்பு கொள்ளுங்கள்: Wandsworth Interpreting Service Bedford House 215 Balham High Road London SW17 7BQ தொ.பே.: 020 8672 1043 அல்லது 020 8672 3649

Tamil

This leaflet is also available in braille, large print and audio tape.