

**Technical Services Department
Environmental Services Division**

What happens and what to expect after you have made a complaint about noise

You recently made a complaint to this Division regarding noise.

On the reverse of this letter is a flow diagram detailing the various steps that occur when you make a complaint about noise and what you can expect to happen as your complaint progresses.

The Council has powers to deal with most noise problems, but has no legal powers to deal with the following: -

Aircraft and helicopters. The Civil Aviation Authority is the appropriate authority and can be contacted on 0800 344 844.

Noise from motor vehicles (apart from car radios and alarms).

Noise from trains.

Noise from domestic disturbances. The police should be contacted for these occurrences.

The Council can only take action if the noise is witnessed and felt to be excessive and unreasonable. When assessing noise, the Council cannot take into account any special needs that you may have e.g. unusual working hours or particular health problems.

Every incident of unreasonable or excessive noise should be reported by ringing the Noiseline (020 8871 7869), so as to increase the chances of the noise being witnessed and to ensure that the action taken reflects the seriousness of the problem.

The noise patrol operates during the following hours: -

Sunday – Thursday 12.00 – 02.00 hrs

Friday – Saturday 13.00 – 03.00 hrs

Noise occurring outside these hours should be reported. In serious cases and especially those where the noise only occurs outside these hours, it may be possible to arrange a special visit.

An officer will keep you informed of any action taken as a result of their visits.

Follow up calls will be made every 2-3 weeks to check on progress.

It is usual to close complaints when no noise has been witnessed in a 4-6 week period. That does not mean that you should not complain again if the problem restarts. If the problem does restart the existing file will be reopened.

