

Statement of Aim

The Noise Service aims to ensure that we use all our resources to deal effectively with noise disturbance and make the borough a less noisy environment.

We will achieve this aim by:

- offering advice on legal responsibilities and best practice
- using legal powers available to best effect
- investigating complaints about noise nuisance
- acting in collaboration with Homes for Islington and their Antisocial Behaviour Team when there are noise complaints from council properties
- working with partner agencies such as the Police and registered social landlords
- working closely with the planning department on new developments and applications for approval
- monitoring and supervising construction sites
- making representation on licensing applications
- if a nuisance is witnessed, trying to achieve informal abatement initially
- taking action that is appropriate for each case, including taking legal action against persistent noise offenders when necessary

When you contact us for advice and assistance we will:

- direct you to the most appropriate person to deal with your request and, if they are not available, pass your details on to them
- tell you whether we are able to deal with your concern and ensure that, within five working days, you know the name of the officer who will be dealing with your enquiry
- send you relevant information and leaflets
- in cases where you have contacted us by letter, email or fax, give you a reply within ten working days
- keep you informed of the progress of your enquiry by staying in regular contact
- at night the Noise Patrol will aim to contact you as soon as possible after your call and then visit

When we visit your home or business we will:

- show you our council identification
- make an appointment beforehand whenever appropriate
- clearly explain the task we have come to do
- let you know what follow-up action you can expect from us
- clarify any complex advice or action in writing within ten days of our visit
- leave or send on to you a customer survey form



Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- always try to direct you to the most appropriate person and if they are not immediately available, pass your details onto them
- welcome comments about the service

If we take enforcement action we will:

- put legal requirements and advice clearly and simply. We will confirm these in writing within ten working days of our enforcement visit
- ensure that our letters explain what action is required, why it is necessary and clearly distinguish between legal requirements and good practice
- provide you with an opportunity to discuss the matter with an officer before formal enforcement action is taken, unless immediate action is required
- provide an explanation of why immediate action is required at the time and confirm in writing within ten working days of our enforcement visit

Help us to help you

- please be honest with us, and try to give us the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- please respond to any customer survey forms that we send.

Contact

Tel: 020 7527 3258

(for enquiries during the day)

Tel: 020 7527 3229 (for enquiries at night)

Fax: 020 7527 3057

Email: noise.issues@islington.gov.uk

Web: www.islington.gov.uk

Noise Team

Public Protection Division

Islington Council

222 Upper Street

London N1 1XR

Any complaints or comments about the service should in the first instance be made to the Service Manager at the above address.

Islington has signed up to the good enforcement principals as set down by the Government Enforcement Concordat. Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.

