

## Translation

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Si qoraalkan lagugu turjumo, fadlan wac lamabarka telefoonka hoos ku qoran.

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ترجمے کیلئے برائے مہربانی مندرجہ ذیل نمبر پر فون کیجئے:

Para la traducción del siguiente texto favor de llamar al número abajo.

بۇ وەرگىرانی ئەم دەقە تکایە پەيوەندی بکە بەم ژمارەیهی خوارەوه.

Ti e ba fe iwe yi ni ede yin, e pe wa lori ero ibanisoro ti a ko si isale.

**020 7527 3258**



Public  
Protection

Produced by:  
Noise Service  
Public Protection Division  
Islington Council  
159 Upper Street  
London N1 1RE



Tel: 020 7527 3258  
E-mail: [noise.issues@islington.gov.uk](mailto:noise.issues@islington.gov.uk)  
Website: [www.islington.gov.uk/Environment/Noise](http://www.islington.gov.uk/Environment/Noise)

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## Noise Service

Bothered by noise?



ISLINGTON

## Bothered by noise?

This booklet has been produced by the Islington Council Noise Service and explains how the council can help if you are bothered by noise.

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## Types of noise nuisance

Many types of noise can bother people. The main problems are caused by noisy neighbours, parties, loud music from pubs and clubs, burglar alarms, car alarms, fans and motors, barking dogs, DIY and noise from construction sites. The council can help if these types of noise are bothering you.

**However, it is important to remember that we can't take legal action to stop all noise, as the law does not give an absolute right to peace and quiet.**



## What you can do

The first thing you can do is to speak with whoever is causing the noise. They may not realise that they are causing a problem and may be happy to reduce or stop the noise.

If talking to the person concerned does not help, or you feel that you are unable to approach them, you can contact the council who will investigate your complaint.

## Who to contact for noise complaints

### Islington Noise Service

#### Daytime Noise Service

Monday to Friday, 9am to 5pm

Telephone: 020 7527 3258

#### Night time Noise Patrol

Sunday to Thursday, 8pm to 2am

Friday and Saturday, 10pm to 4am

Telephone: 020 7527 3229

**Address:** Noise Service  
Public Protection Division  
Islington Council  
159 Upper Street  
London N1 1RE

**E-mail:** [noise.issues@islington.gov.uk](mailto:noise.issues@islington.gov.uk)

**Website:** [www.islington.gov.uk/Environment/Noise](http://www.islington.gov.uk/Environment/Noise)



## How the council can help

A council officer will need to visit your property to listen to the noise. They will decide whether it is loud enough to take legal action. They will have to take into account the type of noise, how loud it is, how often it occurs and the times that it occurs.

They may decide more information is needed about how often the noise occurs and may ask you to record this in a diary. See the next page.

In some cases, the noise may be of short duration so that the noise officers will not arrive in time to investigate it. In these circumstances, the officers will study your diary and decide when would be the best time to try to witness the noise.

If the noise officer decides that the noise is a statutory nuisance, the person making the noise will be contacted and asked to reduce the noise level. If no attempt is made to comply, the officers can serve

a legal notice requiring them to stop making the noise or reduce it to an acceptable level.

If the person concerned does not comply with the legal notice, they are committing an offence. This needs to be witnessed by a noise officer who may then decide to prosecute when enough evidence has been gathered. If the case is successful the maximum fine is £20,000.

Officers also have the power to confiscate any equipment that is producing the noise, although this usually happens as a last resort.

If the person making the noise lives in a council property, the tenancy management adviser is informed, and in extreme cases the tenant could risk being evicted.

## Keeping a record of the noise

Your record of the noise problem will help the council deal with your complaint. There is a sample Noise Diary in the centre pages of this leaflet. Tear it out and keep it in the room where you most often hear the noise.

When you next hear the noise, fill in the date and time it started, the type of noise and how it affected you. The type of the noise could be music, a barking dog, DIY repairs, a fan or slamming doors.

If you can identify the type of music, or whether it is a buzz or a rumbling noise, please write this down. The noise may affect you by preventing you from watching television at

the normal volume, or it may keep you awake at night. Please write as much detail as you can.

Do this each time you hear the noise. After two to three weeks, sign and date the form and send it to: Noise Service, Islington Council, 159 Upper Street, London N1 1RE.

You can also keep the diary on-line. To download an electronic diary please visit: [www.islington.gov.uk/Environment/Noise](http://www.islington.gov.uk/Environment/Noise). Sometimes the diary may be used in court as part of our evidence. It's therefore very important that it is filled in as accurately as possible.





## Other ways of dealing with noise

### Mediation

Sometimes noise problems can be resolved by talking to the person who is causing the noise problem (e.g. a neighbour). You may not want to do this directly, in which case you could think about using the council's mediation service.

Mediators will discuss your noise problems with you, helping decide what action is best to take, including asking your neighbour to meet with you. If your neighbour agrees, the mediator will arrange a meeting and try to reach a satisfactory agreement between everybody.

Mediation does not prevent the council taking other more formal action but in some cases it may be a quicker and more effective way of solving the noise problem. If you would like to receive further information on mediation, please contact the Noise Service on 0207 527 3258.

### Taking your own action

Some noises will occur only occasionally and it may not be possible for a noise officer to witness them. If this happens, you have the right to take your own action through the Magistrates' Court under Section 82 of the Environmental Protection Act 1990. This is quite a simple procedure but does incur costs.

Islington can advise you how to do this. For a copy of a detailed information sheet, please contact the Noise Service on 0207 527 3258.

## Who else can help?

### Safer Neighbourhood Police Teams

Safer Neighbourhood Police Teams are ward-based police who have local knowledge about people and problems in the area. The police do not have powers to deal with noise coming from a premise, but the council noise officers can share evidence and information with them and between us we will decide what action is needed to solve the problem.

The police can also give us information about any other relevant police involvement (e.g. whether their colleagues have responded to a 999 call). **If you wish to contact the Safer Neighbourhood Police Team in your area, please contact the Noise Service on 0207 527 3258.**

### Licensing Team

Where noise is coming from licensed premises, noise officers will investigate the noise problem. They will also refer the matter to Islington's Licensing Team to check that the premises are being properly run. You can also contact the Licensing Team directly on 0207 527 3031 or 3803.

## Housing associations and Partners for Islington (PFI) landlords

If you are a tenant living within a housing association or Partners for Islington property, then your housing association or council landlord is in the best position to influence the behaviour of other tenants. In extreme cases, your landlord may evict tenants if their behaviour continues to be unacceptable. The Noise Service can assist housing association and council landlords by collecting evidence of noise contravention, which they can present in court.

Many housing associations also have their own anti-social behaviour officers who can contact Islington's Noise Service for advice and information on your complaint. If you are unsure who to contact, we can help identify the best person to speak to and refer your case to them. Please contact the Noise Service on 0207 527 3258.

## Homes for Islington (HFI)

### Noise complaints

Tenancy management advisers and tenancy officers will also be involved in dealing with noise complaints. They can try to witness noise problems and will interview people causing problems. They may refer cases to mediation.

If they cannot solve the problem, they may refer the case to the Noise Service to try and resolve the issue. The Noise Service has regular panel meetings with HFI to discuss difficult cases and agree future actions.

### Noise and anti-social behaviour

Common causes of anti-social noise include driving mopeds up and down streets, ball

games, chatting loudly outside homes and music being played in open spaces.

Each HFI Area Housing Office also has an anti-social behaviour officer, who you can ask to speak with.

Your tenancy management adviser or anti-social behaviour officer should be the first point of contact for these types of complaints. They may then decide to refer the complaint to the Noise Service.

### Homes for Islington Housing Offices:

Boleyn Road	020 7527 8380
Central Street	020 7527 6250
Holland Walk	020 7527 7480
Lyon Street	020 7527 6880
Isledon Road	020 7527 6580
Upper Street	020 7527 5300



## Is there a bigger problem?

### Noise and harassment

Noise complaints can sometimes be part of a larger campaign of annoying and upsetting incidents. If you feel that the noise is only part of a wider problem, then it may be worth talking to other agencies that may be able to take action.

If you feel you are being harassed because of race, gender, sexuality, disability, culture, religion or age then you should report this to the council noise officer you are dealing with.

If you are a council or housing association tenant, we will refer the matter to your housing manager to investigate further. We can also provide information on other agencies that can help you.

If you own a home or live in privately rented housing, we will refer the matter to your local Safer Neighbourhood Police Team and give you details of other agencies that may be able to help.

## How loud is that noise?

Noise is measured in decibels (dBA). This table shows the relative decibel levels of some common noises. These are not absolute levels, but give an indication of the relative ranking of everyday sounds.

