

For more information please visit  
[www.dogstrust.org.uk/VirtualContent/107041/40\\_barking.pdf](http://www.dogstrust.org.uk/VirtualContent/107041/40_barking.pdf)

or contact Environmental Health on  
01495 357813 if you require a leaflet giving more  
detailed advice on this issue.

### **Amplified Music**

One of the common problems associated with complaints of amplified music is the bass. It is therefore recommended that the bass of the music be turned down so as to reduce the likelihood of a complaint being made.

### **DIY Noise**

If you are planning on carrying out DIY works on your home we strongly advise that you do so during the working day and to avoid working early in the morning and late at night where possible. We normally advocate DIY activities take place between 8 am and 5 pm.

This reduces the likelihood of a complaint being made against you.

You may also wish to contact your neighbour prior to starting the work to inform them of what you intend to do.

### **Mediation**

If you feel that there is a relationship breakdown with your neighbour, you may wish to consider mediation involving a trained independent third party. This can help towards reaching a satisfactory agreement or compromise between both parties.

If you think mediation may help the Local Authorities Environmental Health Department – Pollution Team

can provide you with details of your nearest mediation service.

### **Sound Insulation**

If the problem seems to be inadequate sound insulation there are improvements that can be made to your property which may help:

“Improving Sound Insulation in Homes” from the Building Research Establishment is available at:  
[www.bre.co.uk/PDF/SOUNDINS\\_HOMES.PDF](http://www.bre.co.uk/PDF/SOUNDINS_HOMES.PDF)

One of the common complaints that we receive is increased noise levels due to the installation of laminate flooring.

If you are considering installing a hard floor finish it is strongly recommended that you visit [www.defra.gov.uk/environment/noise/research/hardfloors/bpc-appendices.pdf](http://www.defra.gov.uk/environment/noise/research/hardfloors/bpc-appendices.pdf) and refer to pages 21 & 31 of the document for advice.

If you require any additional advice regarding noise nuisance and noise control please contact the Local Authority's Environmental Health Department.

### **Useful Contacts:**

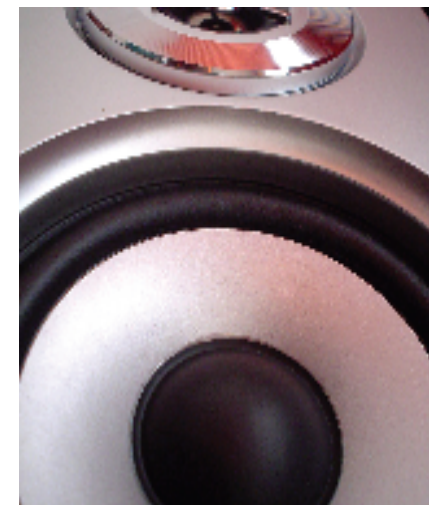
Blaenau Gwent County Borough Council  
Public Protection Service  
Municipal Offices  
Civic Centre  
Ebbw Vale  
NP23 6XB

Tel: 01495 311556  
Fax: 01495 355834  
Email:

[environmental.health@blaenau-gwent.gov.uk](mailto:environmental.health@blaenau-gwent.gov.uk)



## **A Noise Complaint Has Been Made About Me – What Action Should I Take?**



## NOISE NEIGHBOUR COMPLAINTS

Noise from neighbours is a common source of complaints made to the Local Authority. The most frequent being noise from barking dogs, loud televisions or music, shouting, banging doors and DIY activities.

Everyone must expect some noise from their neighbours from time to time as a normal part of everyday living.

However, in some cases this noise can become excessive and unreasonable. This typically tends to occur where the noise produced is at unsociable times and/or for prolonged periods.

This leaflet attempts to provide you with advice where you have received notification that a complaint has been made about noise from your property/activities.

## WHAT DOES THE ADVISORY LETTER MEAN?

The letter that you have received is a standard letter advising you that a complaint concerning an alleged noise nuisance has been received by this Department.

If you feel that the complaint is justified then we ask that you consider taking any appropriate action which would resolve the complaint.

**We are in no way confirming the validity of the complaint at this stage.**

## INVESTIGATION PROCEDURE

- A letter is normally sent to both the complainant and the address of the alleged source of the noise
- If the complainant feels that the situation does not improve after the letter has been sent they are asked to complete noise diary forms.
- If the completed diary is returned to us and alleges that a noise nuisance may exist further investigations will be carried out to gather evidence to support the allegations. This may involve the use of noise monitoring equipment and/or officers attending to witness the problem.
- If a statutory nuisance is found to exist, an 'abatement notice' may then be served on the appropriate person to prohibit or restrict the noise.
- If following the service of a notice complaints alleging the noise is continuing are received, further monitoring would be carried out.
- Finally if the noise continues and evidence substantiates this, the Council may initiate legal proceedings for failing to comply with the 'abatement notice'. The Council also has powers to seize noise making equipment where it has been involved in the creation of the noise nuisance.

## ARE THERE ANY SPECIFIED TIMES THAT I CAN/CANNOT MAKE NOISE?

Under the Environmental Protection Act 1990 there are no specific times when you can and cannot make noise. There are no specific levels of noise that are or are not acceptable. It is about having reasonable consideration for your neighbours.

The test is a subjective assessment as to whether your behaviour is considered reasonable or not and if your behaviour is materially interfering with the enjoyment of someone else's property.

## Common sources of noise complaints Barking Dogs

Barking is a totally natural thing for dogs to do and in most cases it doesn't cause any problems. However, sometimes a dog may bark a lot, disturbing neighbours, keeping you awake at night or frightening visitors to your home.

## WHAT CAN YOU DO ABOUT IT?

1. Find out why the dog is barking, it maybe because it is excited, frustrated, guarding you and your home, trying to get your attention, bored or scared or can't cope with being left alone.
2. You may wish to try some simple steps to try and resolve the problem;
  - Give them plenty of exercise
  - Give them something to play with when they are left on their own
  - Do not leave them alone for prolonged periods of time