What happens next?

- We will normally send you a pack with diary sheets for you to fill out over a two to four week period to get an idea of the severity of the problem.

- When you return the sheets we will look at them to decide whether we can do anything. An officer will call you to discuss what action we can take.

- We may, in certain situations take action straight away.

Who to contact at the council

If you need any help or more advice then please get in touch with us...

t: 01902 696000

e: envprotection@sstaffs.gov.uk

Or write to us at:
Environmental Protection Services
South Staffordshire Council
Council Offices
Wolverhampton Road
Codsall
South Staffordshire
WV8 1PX

*There is also an on-line form for complaints on our website.*

Why not visit our website at
www.sstaffs.gov.uk

We look to sort things out informally, whenever possible.

If we decide that the case needs further investigations you will be asked to continue writing down when the noise is a problem. An officer may visit to witness the noise at first hand. Sometimes, particularly when noise happens late at night, or is unpredictable, we may let you have a noise meter to record the noise.

If the evidence proves there is a statutory nuisance, we will serve a notice requiring the noise maker to stop the nuisance.

If the notice requirements are not met, we may prosecute the person in the Magistrates Court.
Introduction
All of us are sometimes irritated by noise - usually other people’s noise. It can annoy us, disturb our peace and quiet, and even our sleep.

- Noise can cause problems depending on how loud it is, how long it lasts, how often and when it can be heard.

- All of us make noise from time to time which affects other people, and a lot of this noise can be avoided.

If you live in a flat, semi-detached or terraced house, noise can be heard in other properties more easily, through the wall or between floors.

Keeping the noise down
Loud noise from a radio, TV or stereo is one of the most frequent complaints we receive. One person’s pleasure can be someone else’s torture.

To avoid causing annoyance - or worse, follow these simple rules:

- Keep the volume down - whether it’s TV, car stereo or home stereo - particularly in the evening and late at night.
- Place speakers away from partition walls, floors or ceilings. Standing these on an insulating material such as thick rubber or foam can reduce transmission of sound.
- When playing music, consider using headphones or listen to the music on a personal cd or mp3 player.
- When you are not using headphones to listen to music, make sure the bass control is set at a low level. The ‘bass beat’ can be particularly irritating.
- If you are playing music outside keep it to a level that cannot be heard by your own neighbours.
- When playing music or listening to the radio in your car, make sure you keep the volume down and the windows shut.
- If you play a musical instrument make sure you keep the volume down and the windows shut. Agree times to practice with your neighbours when you will cause least disturbance. If you use an amplifier, turn the volume down or, even better, use personal headphones.
- If you are having a party, consider inviting the neighbours. Keep windows and doors closed, and if someone complains, turn it down.
- Everyone expects to be able to sleep without being disturbed by noise. If you continue to play music or watch TV after 11.00pm it should not be heard in other people’s property.

What to do if you are disturbed by loud music, TV etc
Noise only becomes a problem when it is very loud, goes on for long periods, or is happening at unreasonable times, such as in the middle of the night.

In most cases, the best way to deal with the problem is to speak to the person making the noise and make them aware of how it is affecting you.

If approaching the person doesn’t resolve the matter, then contact us.

Remember, always keep a note of when and how you’re affected by the noise. We can often make use of this evidence if you can’t resolve the problem through speaking to the other party.

You can contact us by any of the methods on the back of this leaflet.