

North Lincolnshire Council Domestic Noise Procedure

We employ specialist Officers who will investigate complaints of noise nuisance affecting residents.

How does the council investigate noise?

- **First letters**

Following a complaint, we normally write without delay to both the complainant and source. The source is the person making the noise or the person who lives at the property where the noise is coming from.

The **source letter** informs the source that a complaint has been made. At this stage it is purely an allegation and we intend to conduct an investigation into the matter. We never tell the source who has complained about them. If the source has not been contacted again within 30 days, they should assume there is no further action to be taken.

The **complainant letter** acknowledges receipt of the complaint and includes a noise record form (diary sheet) and declaration form for completion and return.

- **Noise record form (diary sheet) and declaration**

The complainant is asked to complete these forms to provide a record of the dates and times of any nuisance noise and of the effect that it has upon them. The noise record form is the schedule of these dates and times and the declaration is a form signed by the person completing the diary to confirm that the diary is a true record of events. Once a diary has been completed, it should be returned without delay. The completed diary sheet will be used to establish how often the nuisance happens and how long it lasts and may at some point be shown to the persons who are alleged to be creating the noise. The declaration form will remain confidential since this will contain personal details that would identify the complainant.

The diary sheet is an essential part of the investigation and without a diary sheet being returned within 30 days of the original complaint, we will not investigate any further.

- **Noise monitoring**

Once a completed diary has been received, we then need to find out what the noise sounds like at the complainant's property. This is routinely achieved by installing specialist noise monitoring equipment inside the complainant's home for a period of time. The complainant is shown how to use this equipment to record several typical examples of the nuisance noise. When the equipment is recovered and downloaded, the recordings are assessed by qualified Officers, who will then reach a judgement on whether or not the nuisance noise is excessive and/or unreasonable.

- **What comes next**

Where any evidence of noise is considered to be unreasonable and excessive, the source is normally invited to attend an interview so that the evidence can be presented to them and a solution found. Where the perpetrator fails to attend or where a solution is not found then enforcement would normally follow.