

NOISE FROM COMMERCIAL OR INDUSTRIAL SOURCES

This refers to the sort of noise that might be generated by the activities of a legitimate commercial activity, like the plant and machinery at a factory, for example. We will investigate and act to ensure that the “best practical means” are being used to control noise from these sources.

NOISE FROM CONSTRUCTION SITES

Noise arising from construction works have a special status in noise control law. Construction works often involve heavy plant and equipment carrying out activities that are inherently noisy. We will investigate and act to ensure that the “best practical means” are being used to control noise from these sources.

STREET NOISE

We have another leaflet available, which deals with street noise. This is available on our website (see below)

CONTACTING US

If you would like to contact us for more information, or to ask for advice and assistance about noise you can telephone us on the number at the end of this leaflet or write to us at the address at the end of this leaflet or visit our website and use the feedback form

OUTSIDE OFFICE HOURS

You can report a noise problem outside office hours by calling (01502) 527132.

CONSULTATION

We would like to know what you think about noise and our noise services.

If you would like to make a comment, or make a complaint, write to us at the address given below, or use the feedback form on our website at

www.waveney.gov.uk

www.suffolkcoastal.gov.uk



Issued by:

Waveney District Council, Riverside, 4 Canning Road,
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Noise Nuisance

WHAT IS NOISE NUISANCE?

Noise can be defined as unwanted sound. It is a fact of everyday life. We all generate noise in some way or another.

We are all entitled to expect that the activities of others do not interfere unreasonably with our private lives. This includes freedom from intrusions from other people's noise.

In many cases, the person/s causing the noise may not be aware that they are causing a problem, and all that is required is a polite request for some action to be taken and the problem can be resolved in a friendly way. This isn't always possible, which is where we may be able to help.

- If you suffer from a noise problem, think about talking to the person or company responsible for the noise and explaining the problem.
- don't take any risks – such an approach can sometimes produce a hostile response
- if you don't feel able to deal with the problem yourself, or if you have tried and it hasn't worked, read on;

DOMESTIC NOISE NUISANCE

Noise from domestic activities can arise from several sources. The most common causes of complaint are amplified music, DIY and barking dogs.

We cannot assist with noise arising from normal domestic activities in neighbouring premises (such as walking upstairs, closing doors and talking).

These sources of noise are dealt with at the design stage by ensuring that minimum standards of sound insulation are achieved when the premises are constructed/converted. (See Part E of the Building Regulations).

More information can be obtained from the Building Control Department. The law relating to noise nuisance does not provide any solution to the normal noise arising from daily life.

Other (avoidable) sources of domestic noise may be subject to control under the Environmental Protection Act 1990.

Amplified music and entertainment

Over recent years, technological advances have made cheap & powerful amplification systems widely available. This includes music systems, surround sound televisions and home cinemas and even computer games consoles like X-Boxes and Play Stations.

All this means that it is now easier than ever to make noise. In surveys, noise nuisance is often cited as the most common source of neighbour disputes and these account for about half the noise complaints we receive every year.

What do we do about it?

We can take action to stop unreasonable noise.

We will begin by establishing the extent of the problem, by talking to the victims, asking them to keep records of when the problem occurs and, if necessary, gathering our own evidence.

If the circumstances warrant it, we will try to speak to the person/s causing the problem to seek a solution.

If this fails, we will take further action to resolve the problem. This might include serving an "abatement notice" on the person causing the noise, or the occupier or the owner of the premises.

- Out of all the noise complaints we receive every year, most are solved by providing suitable advice. Only a handful result in formal legal action.
- Of those, some result in seizure of amplification equipment and prosecution.
- An abatement notice lasts forever, or until the person named on it moves house or dies.
- In the event the person/s causing the noise do not solve the problem, we will take action to do it for them, (for example, by seizing and destroying their amplification equipment).
- In addition to this, we may prosecute the person/s responsible. The maximum penalty for breaching an abatement notice is **£5000** (£20,000 for a trade or business)

NOISE FROM PUBS AND CLUBS

In addition to the controls described above, the Licensing Act requires Local Authorities to consider "Public Nuisance" that may arise from licensed premises when granting the licence. This includes noise.

The Council sets out how it meets this obligation in its "Statement of Licensing Policy" which is available on our website (address below).

NOISE FROM OUTDOOR EVENTS

The noise generated by outdoor events is also subject to the same controls as domestic noise, but for practical reasons we try to control such events during the Licensing process, using a Code of Practice published by the Noise Council.