



## Noise Nuisance Control

Environmental Health staff at Wychavon District Council can help and advise you over noise nuisance.

### Types of noise nuisance

- Neighbour Noise
- Barking Dogs
- Commercial Noise
- Industrial Noise
- Construction Noise
- Entertainment Noise
- Intruder Alarms

### What you can do initially

There is a strong possibility that the person causing the noise nuisance is unaware that they are disturbing other people. We recommend that the first step you take is to speak to the person directly. However, it is important that you remain calm.

### What the Council can do

If the noise persists the Council's Environmental Health team can carry out a standard noise complaint investigation.

The following sets out the steps involved in this:

1. Complaint received by the Council and acknowledged by letter, telephone or visit.
2. The alleged offender is contacted and advised of the complaint and steps to prevent a nuisance
3. Detailed record sheets are requested to be completed and returned by the complainant. These provide important evidence as to whether a nuisance is being caused and if there is any pattern or routine in its occurrence.
4. Attempts will be made to witness the nuisance either in person during office hours or an out of hours pre-arranged visit.
5. Recording equipment may be installed when visits have been unsuccessful, to gain an appreciation of the alleged nuisance.
6. If the investigating officer has not yet established a nuisance, a formal letter is sent to the alleged offender to inform them that complaints are continuing to be received.

7. Once a nuisance is witnessed by an officer enforcement action can be undertaken which may include the service of a formal notice.
8. If the notice is not complied with the person causing the nuisance may be prosecuted. There is a maximum fine of £5,000 in domestic cases and £20,000 for commercial and industrial premises.
9. More immediate action can be taken in specific urgent cases, for example continuously ringing intruder alarms.

### **Factors considered**

In considering whether a Statutory Nuisance exists an Environmental Health Officer will consider the following factors:

- Type of noise
- Volume of noise
- Duration of noise
- Time of day
- How often it occurs

### **Alternative action - Taking your own action**

It may be that the Environmental Health Officer or Technical Officer is unable to witness the noise or is of the opinion that a statutory nuisance does not exist. In such cases it is still possible to complain directly to a magistrates court under section 82 of the Environmental Protection Act 1990. The clerk to the Justices can be contacted at:

Worcester Magistrates Court  
Castle Street  
Worcester  
WR1 3Q2

Tel: 01562 514000

**Contact: Environmental Protection Section, Environmental Services,  
Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT**  
**Telephone: 01386 565015 Fax: 01386 561826**  
Email: [environmental.health@wychavon.gov.uk](mailto:environmental.health@wychavon.gov.uk)  
Website: [www.wychavon.gov.uk/es](http://www.wychavon.gov.uk/es)