



# Dealing with noise issues



# Experiencing noise issues?

Noise issues can be upsetting and affect your daily lives. We all have the right to enjoy our home and community and a common complaint is about neighbours creating noise.

We're here to provide support for you but please remember that no home is totally soundproof. We will all hear noise occasionally from those who live around us. Noises might include music playing, dogs barking, washing machines, babies crying or people walking.

## Top tips for dealing with noise issues

We encourage you to take the first step in dealing with noise issues before making a complaint.

1. Think about if the noise is a one-off occasion before doing anything
2. Discuss your problems calmly with the noise-maker. They may not realise how loud they're being.
3. If you're not confident enough to approach them face to face, write a polite note explaining and post it through their door.
4. If they want to, and it's appropriate, invite the noise-maker into your home so they can hear it for themselves.
5. Try changing things in your home to reduce the impact on you. This might include turning on your TV, using ear plugs, going for a short walk outside or changing the layout of your room.

## When to raise a noise complaint

Sage Homes will only investigate if the noise is a persistent issue (lasting for over 30 minutes a day for at least five days a week). Check these things before raising a noise complaint with us:

- Is it a one-off event or is it persistent?
- How long is the noise going on for?
- Is the noise happening in unsociable hours (between 11pm and 7am)?
- Is the noise unreasonable, considering we all live close by each other?
- Is the noise being done deliberately to cause nuisance? If so, this can be considered antisocial behaviour (ASB) and you can report this to our ASB team.
- Are you vulnerable in any way?
- Is the noise-maker vulnerable in any way?
- Can you ask the noise-maker to use any preventative measures (eg rugs, carpets, anti-vibration mats)?

## Want to raise a noise complaint?

If you'd like to raise a noise complaint, please get in touch through My Sage Home at [myaccount.sagehomes.co.uk](https://myaccount.sagehomes.co.uk). We'll give you a step-by-step guide on how to submit evidence using an ASB app. Once you've sent us this evidence, we'll start investigating. We'll make sure any action we take is fair using a proportionality assessment.

# Reduce noise at home

Help keep your neighbours and community happy by keeping an eye on how much noise you're making. Here's some top tips to keeping home as noise-free as possible:

- Service any alarms regularly and make sure car/burglar alarms have a 20-minute end point
- Let neighbours know if you're planning DIY jobs (eg drilling and hammering) and do them in the middle of the day
- Tell your neighbours if you're planning a BBQ or party and keep music at an appropriate level. Make sure you end the party or move inside at a sensible time.
- Try buying sticky furniture pads to stop cupboard doors slamming and take care when closing your front door late at night.
- Stick to carpet rather than laminate flooring (this amplifies sound for your neighbours)
- Use headphones when listening to music or keep your speakers away from walls and ceiling and be aware of open windows
- Keep any pets exercised and fed so they don't create noise
- Look for the 'Quiet Mark' when buying new appliances and try to run washing machines and vacuum cleaners in social hours.

## Want more help?

Check out these groups for more support :

- Noise Abatement Society (NAS)
- VOICE
- ASB Help
- Resolve

You will also find mental health and emotional support services in your area – just visit your local council website for more information.





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