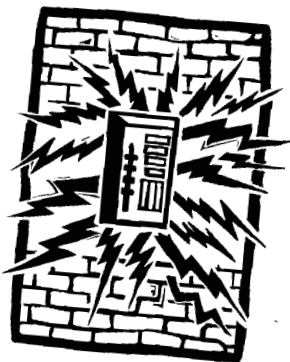


returned to us.

4. On receipt of the completed form, an officer will assess it to decide if further action can be taken on your behalf. If we are unable to help we will let you know immediately.
5. If we can act on your behalf, you will be contacted by an officer and advised of the measures to be taken.
6. If the noise complained of is a Statutory Nuisance and is unlikely to be resolved by informal action, an Abatement Notice will be served on the person responsible, requiring them to comply with certain conditions to abate the noise nuisance. Failure to comply with this Notice is an offence and the Council may take legal action against the persons concerned. At this stage, if you wish the Council to pursue the matter, you may be required to attend Court and give evidence.

7. Some noise complaints, for example continuous industrial noise, burglar alarms, may necessitate more immediate investigations. For these the procedure will be slightly different once your complaint has been received.



The procedure can take time but it is designed to be fair to everyone concerned. It must be remembered that the circumstances in each situation are unique and need to be assessed individually.

There are times when Council staff don't witness the nuisance and are therefore unable to take action. If this occurs you can take your own private legal action, either through the Magistrates Court, under Section 82 of the Environmental Protection Act 1990, or through

the High Court. If you intend to take your own legal action, you are strongly advised to discuss the matter with a solicitor first.

Other Public Bodies concerned with the Control of Noise

- Motor Vehicles on Highways, Motor Horns, Vehicle Exhausts - The Police



- Military Aircraft 0207 2186020
- Civil Aircraft - contact the airport concerned
- Microlight Aircraft - The Civil Aviation Authority 0207 4536524

For further advice contact:

**Suffolk Coastal District Council,
Melton Hill, Woodbridge, Suffolk. IP12 1AU
Telephone: 01394 444624**

**e-mail:
environmental.protection@suffolkcoastal.gov.uk**

**Web:
www.suffolkcoastal.gov.uk
Environmental Protection Team**



Suffolk Coastal ... where quality of life counts

*What do you
do when noise
becomes a
problem?*

What can you do when noise becomes a problem?



The world around us is getting noisier every day. Perhaps because of this we particularly appreciate peace and quiet in our homes. Unfortunately, no house can be totally soundproof and everyone has to expect some noise from the people who live around them. Occasionally, the noise made by our

neighbours can become intolerable. When it does, legal remedies are available to control it although many situations can be resolved less formally. This leaflet will help you to judge whether the noise you experience can be dealt with by the Council and what steps you need to take to deal with the problem.

What kind of noise can we help with?

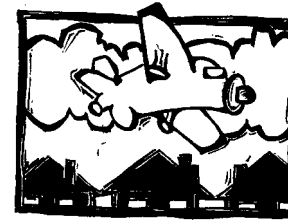
Suffolk Coastal may be able to help with the following:

- Noise from domestic properties which becomes persistent and/or intrusive, e.g. music, loud banging, alarms
- Noise from industrial, commercial, agricultural or business premises, e.g. machinery and equipment
- Noise from construction sites, e.g. building operations, music
- Noise from certain equipment or vehicles in streets, e.g. car alarms and loudspeakers in the street.



We cannot help with:

- Aircraft noise
- Noisy exhausts on road-vehicles on the highway
- Noise from people walking or congregating in the street



What can we do to help?

As a Local Authority Suffolk Coastal has powers to deal with noise where it considers that the noise amounts to a **statutory nuisance**.

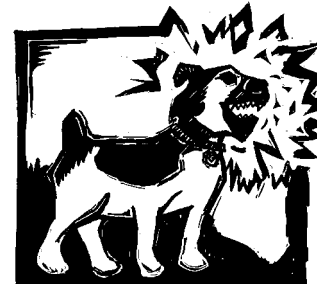
What is a Statutory Nuisance?

This cannot be easily defined, however, in general terms, it would be:

Something that interferes unreasonably with your enjoyment of your property, a regular disturbance that continues sufficiently to be deemed "unreasonable".

The following are unlikely to be considered a Statutory Nuisance:

- a one-off party
- lawnmowers used during the day
- babies crying
- dogs barking occasionally
- general everyday living noises



What can you do?

- Often, the best method is to approach the person responsible and explain politely that you are being troubled by the noise. In most cases, people are unaware of the problem they are causing.
- If this is not possible or if the noise problem continues contact Suffolk Coastal's Environmental Protection Team where you will be asked for your name and address and the details of where the noise is coming from.

What can Suffolk Coastal District Council do to help you?

1. We have a procedure for dealing with domestic noise complaints. In reply to your first contact, you will often be asked to complete a noise complaint record form, which helps us to establish any patterns so that monitoring may be undertaken at the appropriate time. (This information may also be used in legal proceedings as evidence if necessary).
2. This record should give details of the type of noise, its duration and how often it happens. It will need to cover a sufficient time period to show how often the noise occurs.
3. Once complete the record form should be

