



Noise Management Policy

Who's this for?	Colleagues and residents
Document status	Draft
Date created	May 2024
To be reviewed	May 2026
Policy Owner	Director of Housing
Other related documents	<p>Tenancy Agreement Tenancy Offer Policy Tenancy Change Procedure Mutual Exchange Procedure Communal area Procedure Allocations Policy and Procedure Equality Policy Aids and Adaptations Policy Anti-Social Behaviour Policy and Procedure Lettings Policy Temporary Accommodation Policy Aids and adaptations Policy Repairs Policy Decent Homes Standard Empty Home Standard</p>



1. Policy statement

Our purpose is to give residents a firm foundation on which to build their lives. Our vision is a safe, comfortable, and affordable home for every household. This policy sets out how we will respond to reports of noise, that do not fall within the definition of anti-social behaviour or nuisance, or where they meet statutory noise levels.

We recognise that noise can have a negative impact on resident's quality of life. We also recognise that there are different levels of tolerance and expectations to noise from the person experiencing it; meaning for some they will see this as anti-social even if that is not case.

Noise from neighbouring homes is sometimes unavoidable and whilst we will address each report on a case-by-case basis we will not be able to resolve all reports cases.

Voice of the resident

As part of this policy review, we gained feedback from residents through our settle voice platform. We received a lot of positive feedback that the policy content was clear and the examples were very useful.

One of the main points raised was that the original name of the policy, 'Good neighbourhood management' which residents did not feel reflected what the policy was referring too. The original policy name was in line with ombudsman guidance but we have changed this based on suggestions for the most appropriate title for settle residents.

Residents also commented that there should be greater clarity on the intent of the noise - we have therefore amended the first point under key principles.

2. Key principles

- Intent - where we determine that there is no deliberate intent, the report will be investigated in line with the Noise Management Policy. Where we determine deliberate intent, the report will be investigated in line with the Anti-Social Behaviour (ASB) Policy.
- give residents the right support and advice (including suggesting independent) in response to noise enquiries and ensure the right levels of support for vulnerable residents
- ensure fairness and consistency in the application of this policy
- act in accordance with legislation and with recommendations set out by the Housing Ombudsman spotlight report

3. Objectives

- set realistic expectations for the resident at the start of a case in terms of what settle will and will not investigate (see appendix 1)

- encourage neighbour to neighbour contact to support case resolution where appropriate
- improve resident satisfaction with our response to case management
- collaborative working with external partners including Environmental Health and Local Authority Allocations teams, utilising information sharing protocols;
- refer cases where reports are not within our scope of control

4. Policy actions

- When a case is received make an initial assessment triage to determine whether the noise management or ASB policy applies; being adaptable where the nature of a case changes in future
- utilise tools to tackle noise related reports including, but not limited to, mediation, sound testing, information sharing and community building events.
- work with local partners where a community trigger is raised in relation to noise
- provide training to colleagues on noise nuisance and noise transference
- anti-vibration mats installed in flats in line with our empty home standard
- review local lettings policies to ensure they are consistent with this policy
- where appropriate, utilise the comfort fund to support residents with reducing noise
- Complete a satisfaction survey for every case closed

5. Desired outcomes

- a clear and consistent approach to tackling noise nuisance and noise transference
- noise cases that do not meet the statutory threshold are no longer logged as ASB
- compliance with the Housing Ombudsman spotlight recommendations
- resident feedback has a demonstrable impact on improvements to the service
- evidence of learning and improvement from cases and complaints

6. Performance indicators

- Increase referrals to mediation by 30%
- Case survey satisfaction >80%

7. Key legislation

- ASB, Crime and Policing Act 2014
- Housing Act 1988
- Environmental Protection Act 1990
- Tenancy consumer standard
- Neighbourhood and Community Standard
- Ombudsman spotlight on Noise

8. Review

This policy will be reviewed every two years unless there are significant changes in legislation.

Appendix 1 - Examples of behaviour we will not investigate:

- Occasional/not persistent dog barking
- Isolated incidents of loud music
- General household or living noise including:
 - babies crying
 - children playing
 - people talking and walking in their homes
 - closing doors and windows
 - vacuuming
 - using white goods
 - DIY at reasonable hours
- Isolated incidents of loud shouting and arguing
- Occasional/not persistent bangs or noise from items being dropped
- Noise from children playing/ball games