

## Noise Management Policy

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Executive Lead (Owner):	Executive Director of Customer Services					
Author (Leadership Team member):	Director of Customer Services					
Which Strategy does this support?	Landlord Resident Strategy					
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Current status:	Draft	<input type="checkbox"/>	Final	<input checked="" type="checkbox"/>		
<b>IMPACT ASSESSMENTS</b>						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		If not required, state reason:				
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: <a href="#">Our policies - Settle</a>		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
2) If yes, please confirm resident consultation has taken plan		<input type="checkbox"/>	Briefly detail changes arising from resident feedback: N/A – existing policy moved to new template.			
<b>APPROVAL</b>						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date approved:	05/01/2026, by ED Customer Services					
Which Regulatory Standard does this Policy support?	Economic					
	Governance & Viability	Rent		Value for Money		
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		
	Consumer					
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability		
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Associated legislation	<ul style="list-style-type: none"> <li>Human Rights Act 1998</li> <li>Anti-Social Behaviour, Crime and Policing Act 2014</li> </ul>					

	<ul style="list-style-type: none"> <li>• Housing Act 1988</li> <li>• Environmental Protection Act 1990</li> </ul>
<b>Associated procedures</b>	<ul style="list-style-type: none"> <li>• Noise management Procedure</li> </ul>
<b>Does this policy contain delegated authority?</b>	

# Noise Management Policy

## Introduction

This policy sets out how we will respond to reports of noise, that do not fall within the definition of anti-social behaviour or where they do not meet statutory noise levels.

Noise that is determined as anti-social or a statutory nuisance will be managed under our Anti-social behaviour policy.

## Purpose

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.

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 received.

## Scope

This policy applies to neighbourhood services in all general needs and independent living schemes managed by Settle.

As a landlord, Settle is not responsible for soundproofing homes above standards applicable at the time of building, and therefore any form of improving the insulation in homes sits outside of the scope of this policy.

See also **Appendix 1 – Examples of behaviour we will not investigate.**

Where the impacts of noise relate to anti-social behaviour (ASB), this will be managed in line with our ASB policy and procedures.

## Section 2 – Policy

### 2.1 Policy Principles

- Where we determine there is no deliberate intent, the noise 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
- We will give residents the right support and advice in response to noise enquiries and ensure the right levels of support for vulnerable residents
- We will consider the individual circumstances and discuss the options available to reduce any negative impacts
- Ensure fairness and consistency in the application of this policy
- Act in accordance with legislation and with recommendations set out by the Housing Ombudsman Service spotlight on noise management.

### 2.2 Policy Detail

- When a case is received, we will 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
- 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)
- Utilise tools to tackle noise related reports including, but not limited to, mediation, sound testing, information sharing and community 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
- Ensure any anti-vibration mats installed in flats are 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
- Encourage neighbour to neighbour contact to support case resolution where appropriate
- Improve resident satisfaction with our response to case management
- Use data and insight to support our asset investment plans, referring cases where reports are not within our scope of control.

#### 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

## Section 3 – Roles and responsibilities

### 3.1 Key Roles and Responsibilities

This policy is intended for all residents and colleagues.

Settle's Executive Director of Customer Services has strategic oversight of this policy as the policy owner and is responsible for conducting a review every 3 years, or sooner should there be a material change or if a more frequent review is required.

The Operations Committee, which operates under the jurisdiction of the Board, is responsible for approving and monitoring this policy.

## **Section 4 – Compliance and Enforcement**

### **4.1 Compliance**

We are committed to doing as much as is practically possible to enable all residents to live comfortably in their homes. Where cases are complex, they are referred to our complex case panel.

We will measure compliance with this policy through an annual self-assessment against the specific expectations of the regulatory Consumer standards.

Where noise is deemed a statutory nuisance and/or related to anti-social behaviour, this will be managed through our ASB policy. The local authority has a duty to investigate statutory noise nuisance and may issue an abatement notice ensuring the offender takes steps to stop the noise.

## **Section 5 – Related Policies, Procedures and Key Documents**

### **Related Policies**

- Anti-Social Behaviour Policy
- Complaints Policy
- Equality, Diversity and Inclusion Policy
- Lettings Policy
- Local Lettings Policy
- Mutual Exchange Policy
- Neighbourhood Management Policy
- Vulnerable customers and reasonable adjustments Policy

### **Related Procedures**

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- Anti-Social Behaviour Procedure
- Complaints Procedure
- Lettings Procedure
- Local lettings Procedure
- Mutual Exchange Procedure
- Neighbourhood Management Procedure
- Noise management Procedure
- Vulnerable customers and reasonable adjustments framework

### **Key Documents**

- Tenancy Agreement
- Human Rights Act 1998
- ASB, Crime and Policing Act 2014
- Housing Act 1988
- Environmental Protection Act 1990
- Tenancy consumer standard

- Neighbourhood and Community Standard
- Ombudsman 'Spotlight On' Noise

## Section 6 – Review, Approval, Publication

### 6.1 Review and Approval

This Policy will be reviewed every 3 years, or sooner should there be a material change or if a more frequent review is required.

## Section 7 – Document Control

<b>Document Name</b>	Noise Management Policy
<b>Approval Date</b>	05/01/2026
<b>Approved By</b>	Executive Director of Customer Services
<b>Version Number</b>	V1.0
<b>Version History</b>	May 2024
	December 2025

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		<input type="checkbox"/>		<input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached <input type="checkbox"/>		N/A <input checked="" type="checkbox"/>	
PUBLISHING REQUIREMENTS					
INTERNALLY	<input checked="" type="checkbox"/>	WEBSITE	<input checked="" type="checkbox"/>	SETTLE CONNECT	<input type="checkbox"/>

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	<input type="checkbox"/>

## 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 – using stairs - 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.