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To: Subject: What to do with a noise complaint

Ward councillors represent the voice of residents at the council. We deal with a number of complaints about noise in Shad Thames. We love the area, but it is not always easy to balance so many residents with businesses. Most of the problems relate to late night and early morning deliveries and collections.

It is important to formally record noise nuisance complaints with the council. Even if nothing can actually be done at the time, it helps us to make the case about hours and restrictions for future planning and licensing applications. The Noise Team can be contacted on 020 7525 5777 or at https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=786 and some more information from the Noise Team is set out below.

As well as the formal complaints process, ward councillors also work hard to engage businesses in an informal way. We have often found dialogue to be the most effective way of finding solutions to noise problems, such as changes to delivery times or asking staff not to bang bottles or doors after 10pm. It is helpful, therefore, if you can email ward councillors at bermondseylibdems@gmail.com if there is a specific premises causing a noise problem. Please do include as much detail as you can such as the time of day and what it is which creates the noise.

We are conscious that some of these issues are ongoing battles so are always on hand to help. Please do not hesitate to contact us if you need to.

Best wishes,
Anood, Eliza and Hamish

Councillors Anood Al-Samerai, Eliza Mann and Hamish McCallum
Liberal Democrat Councillors for North Bermondsey

How to report a noise problem to Southwark Council

We can help with noise issues and other nuisances, such as smells, dust, fumes and lights. You can contact us online, via email or phone and all complaints are confidential.

What a noise nuisance is

A nuisance is something that prevents you from doing normal activities in your property. For example, a nuisance may prevent you from sleeping at night, watching TV or having a conversation during daytime.

Noise issues and nuisances that we can deal with

We can help if you're being disturbed by noise coming from:

- amplified music
- TV
- parties
- nightclubs and pubs including people outside making noise

- DIY home renovation
- some construction sites
- barking dogs
- alarms / car alarms
- odours and fumes from commercial properties
- smoke
- commercial venues and events
- dust or noise from some works or equipment in the street
- fireworks at night from 11pm to 7am - extensions exist for the following festivals:
 - first day of Chinese New Year until 1am the following day
 - on the day of Diwali until 1am the following day
 - New Year's Eve until 1am on New Year's Day
 - 05 November until midnight

Noise issues that we can't deal with

We're unable to deal with noise resulting from:

- traffic, trains and planes
- some domestic (household) noises, including:
 - footsteps
 - doors closing
 - babies crying / children playing
 - kitchen appliances being used during daytime and early evenings
- DIY activities during daytime

You can still contact us to report any of the complaints above when the noise is happening. In some cases, our noise team may be able to help by involving other people (for example, if they're unable to witness the problem or where there may be dispute between neighbours).

Please contact the antisocial behaviour team if noise or other nuisances are being used as tools to harass you or your household.

Report a noise problem

The table below shows the best way to report a noise problem.

If noise is not happening right now	<u>Contact us online</u> Call <u>020 7525 5777</u>
If noise is happening right now, during service operation hours	<u>Find out about call charges</u>
If noise is happening right now, but out of service operation hours	<u>Contact us online</u>
If you'd like to report an on-going noise issue	<u>Contact us online</u>

Service operation hours

We work seven days a week and aim to be with you in 60 minutes. This may vary due to seasonal demands. You can check the availability times of service below.

From	To
Tuesday 7.00am	2.30am on Wednesday
Wednesday 7.00am	2.30am on Thursday
Thursday 7.00am	2.30am on Friday
Friday 7.00am	2.30am on Tuesday

There is no service on Christmas Day or Boxing Day (until 5pm).

What action can be taken

If something is assessed as a nuisance, we can:

1. Try to stop the nuisance.
2. Serve a notice.
3. Prosecute if the notice is breached.
4. Seize equipment if the notice is breached (usually for ongoing complaints).

What happens after we receive your call request

- officers will call you back to check if noise is still happening and to discuss a convenient time to visit
- If the noise is still a problem, officers (carrying ID badges) will visit you and assess the noise; if it's not convenient to visit your property we will endeavour to visit the area, and if we can establish the source of the noise, we will ask them if can they reduce the noise
- if the noise is a nuisance, we'll take action against the person causing the noise in order to stop the disturbance

Your options

If the noise is something we can't deal with, such as footsteps, you can take your own action under s82 of the Environmental Protection Act 1990.

Visit the [Citizens Advice website](#) for more information on how to take your own legal action against noisy neighbours.

Nuisance