

# Noise – a guide for neighbours

## Community Safety Services

### Tips for being a quiet neighbour

- **Loud music** can cause the most annoyance to your neighbours. Keep music levels low, especially late at night. Keep speakers away from shared walls, floors and ceilings. If you are thinking of having a party hire a venue or hall rather than having it at home. Remember, a professional sound system is not designed for domestic dwellings. Always provide your neighbour with a contact number for the night so they can contact you if there is a problem.
- **Audible Alarms** that are defective and continuously sound cause a nuisance. If you have an alarm, ensure that it is properly installed and regularly serviced, and provided with a 20 minute cut out. Register details for two key holders with the, Police and the Council's Community Safety Services.
- **Wooden floors** can amplify everyday sounds between properties, especially between flats. Ensure that you have adequate under floor insulation and permission from the landlord or freeholder, before putting down wooden or laminate flooring. It is not recommended that laminated floor coverings be used in flats.
- **DIY and building noise** is annoying, especially late at night and early in the morning. Warn your neighbours in advance and plan your work so that they are not disturbed unnecessarily. Always follow the Authorities Considerate Contractors Scheme.
- **Power tools and appliances** can cause annoyance if used irresponsibly. Dishwashers, washing machines and vacuum cleaners used late at night can result in disturbance and annoyance.
- **Barking dogs** can result in irritation and annoyance to neighbours. Try not to leave pets alone for too long, as they get bored. Ensure that they are well looked after and receive enough exercise.
- **Not so loud.** Be a considerate neighbour. Avoid slamming doors and shouting. Encourage children to play sensibly and not to use footballs, skate boards and bicycles at unsocial hours. If you have elderly or very young children living next door, remember that they will often go to sleep much earlier. If you live in flats or houses with shared walls, consider the impact of everyday noise. If you can hear your neighbours they can hear you. Try and avoid noisy activities especially between 11pm and 7am.

### Tips for dealing with noisy neighbours

**Talk to you neighbour** in a polite and friendly manner, as they may not be aware that there is a problem. Try and reach a compromise.

**If the problems persists** and your attempts to resolve the matter have not worked and / or, you feel the noise is part of a wider problem of anti social behaviour, you can report this to the Councils Environmental Protection Team and or Antisocial Behaviour Coordinator. (Contact details listed below)

**If you are a Council or Housing Association tenant** speak to your Housing Officer. They will have policies to deal with noisy neighbours, anti social behaviour and will be able to give you advice and support.

**Talking can help**, consider mediation. You can sit down and speak with the person causing the noise with a neutral party and attempt to resolve the problem amicably. For details of local mediation centres, contact:

Mediation UK  
Alexander House  
Telephone Avenue  
Bristol BS1 4BS ☎ 0117 904 6661  
e-mail: [enquiry@mediationuk.org.uk](mailto:enquiry@mediationuk.org.uk)

Harrow Council can refer some cases to mediation free of charge.

### Contact Details

For further advice on noise issues, please contact:

Harrow Council  
Community Safety Services  
P O Box 18, Civic Centre  
Harrow, Middlesex  
HA1 2UT

☎ 020 8901 2600  
fax: 0845 280 1845

e-mail: [ehealth@harrow.gov.uk](mailto:ehealth@harrow.gov.uk)  
website: [www.harrow.gov.uk](http://www.harrow.gov.uk)

Anti-social Behaviour Team: 0845 3714110