



*"Providing high quality homes & services that put people first"*

Anti-Social Behaviour

**Noise Nuisance**

### MHA's Mission Statement

"To provide **high quality homes & services** that put **people first**"

Please contact the Corporate Services Team on **01495 761104** or **corporateservices@monmouthshirehousing.co.uk** if you require this document in Welsh or any other language, PDF, large print, braille or in an audio format.



Monmouthshire Housing  
Tai Sir Fynwy

## Introduction

There are many types of noise nuisance that can be classed as anti social-behaviour (ASB) depending on the circumstances, the level of the noise, the time and frequency that it occurs.

Noise of normal living, although this may disturb neighbours, usually cannot be classed as ASB.

Your neighbours may not realise that they are causing a nuisance or disturbance to you. Also you may not realise if you are causing a nuisance to others. Further in this leaflet we have listed types of noise nuisance and how to avoid this.



## Don't be too hasty

If it is the first time you have experienced the nuisance be aware it may be a one-off event. Think about doing something about recurring incidents.

## Try communicating

- Try to sort things out yourself with the person causing the noise first (unless you feel they are aggressive in nature). If someone else gets involved at this stage it may create bad relationships instead of mending them.
- Talk to the person face to face.
- Work out what you want to say before you meet with them.
- Speak in a normal voice; avoid showing anger or aggression or using bad language.
- Be courteous but firm and clear about the problem.
- Listen to their reply.
- Think about what they have said.
- Above all, KEEP CALM!

## When is noise not ASB

Some noise that you hear from neighbours may be very annoying and some may even keep you awake at night, but may not be ASB. Monmouthshire Housing Association (MHA), The police or The Council's Environmental Health Department will not act upon complaints about these issues.

### **Examples of these types of issues are:**

- Babies crying.
- Children playing in the street.
- Children arguing.
- Normal domestic noise such as flushing toilets.
- Domestic appliances running at reasonable times.
- Garden equipment used at reasonable times.

## If talking doesn't work and the problem continues

- Think about seeking advice.
- Consider reporting the nuisance to MHA if anybody holding an MHA tenancy is involved.
- Keep logs of nuisance incidents detailing times and severity of nuisance.
- If the nuisance is out of normal working hours, is persistent and of a very severe nature, you could call the police by dialling **101** for their non-emergency hot line.
- Try to get a log number if you call the police and keep this with your records.
- Consider seeking advice from Monmouthshire County Council's Environmental Health Department.

## Reporting noise nuisance to MHA

Complaints should be of noise which can be considered to be ASB – not of normal living noise (see above for when noise is not ASB)

If you would like to report problems with ASB, or if you wish to confidentially request support, please call us on **0345 677 2277**.

Alternatively, you can report this directly to a member of MHA staff in person or can log your report via the MHA Website **www.monmouthshirehousing.co.uk**

# Types of noise nuisance & advice on avoiding this

## Parties

- Consider neighbours when you plan a party - tell them of your plans, maybe invite them.
- Keep music to reasonable level. If anyone complains, turn the volume down.
- Avoid amplified music outdoors.
- Rowdiness at parties as well as music impacts on neighbours.
- Regular noisy parties will cause real nuisance and could result in poor relationships with neighbours.

## Voices

- Shouting and yelling carries – do you really want your neighbours to hear everything?
- If you are chatting late at night or early in morning think of your neighbours.
- If possible use rooms that don't adjoin their bedrooms.
- Voices carry more at night. Say good night to visitors quietly.

## Home entertainment

- Keep volume of amplified sound down. Reduce bass sounds as this carries most.
- Don't put speakers directly on floors or next to party walls.
- Balance sound from speakers correctly and be especially careful with sub woofers.
- Game sound tracks can be annoying to others. Consider headphones.
- Keep volume of bedroom TV's on a low setting.
- Avoid children playing with noisy toys for too long, offer an alternative.

## D.I.Y

- Work during normal waking hours
- Warn neighbours if you are due to carry out a DIY project – talk about the impact on them.
- Carry out the noisiest tasks, like drilling, in the middle of the day.
- Use quieter/lower settings on power tools where possible.

## Door slamming

- Take care when closing doors, particularly if you live in a flat.
- Take particular care in the evenings and at night.
- Be mindful to avoid doors banging in the wind.
- Fit rubber or spring door stops to skirting boards to stop doors banging against walls.
- Remember also to close cupboard doors quietly.

## Footsteps

- Can be louder than you think – especially if you have hard flooring.
- Be considerate to neighbours.
- Remove shoes or wear slippers.
- Try to minimise foot noise.
- Think about what flooring you choose – particularly if you live in a flat or terraced property.

## Laminate and hard flooring

- Hard flooring will increase noise for yourself as well as your neighbours.
- Use good quality sound insulating products when you install hard flooring – guidance on choosing and fitting insulation products is available from suppliers.
- MHA discourages the fitting of wooden or laminate flooring in flats above ground floor.

## House alarms

- Ensure product and supplier are reliable.
- Have alarms fitted professionally and serviced annually.
- Ensure there is a timed cut out (20 minute maximum) and this works.
- Register a key holder for intruder alarms with your local authority.

## Car alarms

- If you are aware that your car alarm has started up without cause get this checked at a garage.

## Domestic chores - appliances

- Check noise rating when buying new appliances.
- Place washing machines and dishwashers on an even floor, run these machines when they will least disturb neighbours.
- Vacuum during the day – especially if you live in a flat or an adjoined property.
- Hard surfaces and cupboards in a kitchen can create a lot of noise. Avoid banging pots and pans.
- Avoid using blenders/grinders on surfaces adjoined to party walls



## Pet dogs

- Dogs bark a lot if they are not happy. Seek advice on this – dog training courses are available.
- Leave a radio on quietly while you are out to keep your dog company and relaxed.
- Make sure your dog is well fed and exercised.
- Don't leave your dog in the garden alone if he is prone to barking at passers by.

## Other pets

- Cats can wail and fight at night. If neighbours complain keep your cat in at night.
- Keep caged birds that sing loudly or squawk in a place where this is less likely to disturb neighbours at night.
- Other caged animals can make a noise chewing/rattling their cages. Be mindful if this could cause a noise nuisance to others and re-site the cage for less impact.

## Garden noise

- Lawn mowers/strimmers.
- Chainsaws/hedge cutters.
- Shredders.
- Leaf blowers.
- Water features
- Wind chimes.
- Noisy toys or games.
- Outside entertaining/parties.
- Fireworks.
- Be mindful of noise to neighbours with all of the above. Use noisy equipment at reasonable times.

### **Other MHA leaflets relating to ASB are available on request:**

- What is ASB?
- Managing ASB
- Hate Crime
- Drugs & Drug Dealing
- Domestic Abuse
- What to do if you are suffering from ASB

# How to Contact us

## General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with ASB or a neighbourhood issue, please call the Head Office at Mamhilad on: **0345 677 2277** (local call rate).

## Freephone Repairs Hotline (Inc. emergency out of hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (from a mobile)\*

*\*Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

## Live Chat

Click the link on our website to talk to a member of our Customer Service Team.

## Email

You can also contact us via email: **customerservices@monmouthshirehousing.co.uk** We aim to respond to emails within 3 working days.

## Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

## Facebook\*\*

**www.facebook.com/Monmouthshire.Housing**

## Twitter\*\*

**www.twitter.com/mon\_housing**

*\*\*Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0800 980 7751**.*

# Useful Contacts

MHA's Main Office:	<b>0345 677 2277</b>
MHA's Rent Line:	<b>0800 085 3557</b>
Repairs Helpline:	<b>0800 980 7751</b>
TV Licence:	<b>0300 790 6131</b>
Council Tax:	<b>01633 644630</b>
Homemakers :	<b>01873 857 618</b>

## Utility Companies

Welsh Water:	<b>0800 052 0145</b>
SSE/Swalec:	<b>0345 071 3994</b>
British Gas Emergency:	<b>0800 111 999</b>

## Useful Websites

Our Website: **[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)**

MCC's Website: **[www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)**

# Monmouthshire Housing Association

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- 📞 **0345 677 2277**
- ✉ **customerservices@monmouthshirehousing.co.uk**
- 🌐 **www.monmouthshirehousing.co.uk**
- ✉ **Monmouthshire Housing Association**  
**Nant-Y-Pia House, Mamhilad Technology Park**  
**Mamhilad, Monmouthshire, NP4 0JJ**
- 📘 **facebook.com/Monmouthshire.Housing**
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Scan the QR code to access  
the MHA website.