



NORTHAW AND CUFFLEY RESIDENTS ASSOCIATION

www.ncragb.uk



Reporting Noise Nuisance

Welwyn Hatfield Borough Council Environmental Health have powers to deal with noise that causes distress (Statutory Noise Nuisance) - this is noise that significantly interferes with the enjoyment of your home. It has to be unreasonable and persistent. There is no set level of noise that is considered to be a statutory noise nuisance.

If you are disturbed by noise from another home we can help you. This could be from barking dogs, music or TVs or loud parties. If you are disturbed by noise, a step by step approach is taken. First try and talk to the person causing the noise. They may not know that they have disturbed you. Explain how it affects you. If this does not work or you do not feel comfortable to do this **ring the Environmental Health on 01707 357242.**

Environmental Health can deal with noise disturbance from all types of sources

This can include:

- Loud TVs and stereos,
- Pubs and clubs,
- Construction and demolition work,
- Noisy animals,
- Fans and compressors,
- Warehouses and factories,
- Car and house alarms,
- Noisy neighbours,
- Open air events,
- Places of worship,
- Industrial processes,
- Air conditioning units and many more.

Environmental Health cannot deal with:

- Road, air and rail traffic
- Noise caused by normal living
- Noise caused by lack of sound insulation in a property.
- People in the street.

Friday & Saturday Nights

Every Friday and Saturday nights an Environmental Health Officer from Welwyn Hatfield Borough Council will team up with a police crew to cover the district of Welwyn and Hatfield. The team will be available between 10pm and 3am. Please ring 101 and this will connect you to the non emergency police call centre and they will arrange for an Environmental Health Officer accompanied by the police to visit as soon as they can.

You can also ring 0800 111 4484 this will connect you to the councils out of hours general complaints contact centre and they will also pass the details on to an Environmental Health Officer.

We do need to witness the noise as it affects you and your family so an officer will contact you and a visit made to your property.

The action that can be taken by Environmental Health is described at:

www.welhat.gov.uk/neighbourhoodnoise