

What you can do

If possible discuss the problem with the person or organisation making the noise. Often they can stop or reduce the impact of the noise.

If you are a Council tenant or have a Housing Association Landlord you should initially contact your Housing Officer.

Contact Us

A Noise Officer can be contacted on:
020 8496 2238

Monday - Friday between 09.00 and 17.00 to discuss your noise problems.

Our Offices are located at:

Environmental Health & Trading Standards
Sycamore House, Town Hall Site
Forest Road
London E17 6NW

The action we will take

- Discuss the problem with you
- Contact the person responsible for the noise
- Try to settle the complaint informally, but will where necessary take formal action to stop people causing noise that amounts to a statutory noise nuisance
- As a last resort noise-making equipment can be seized where legal proceedings have been instigated and there continues to be unreasonable noise

Out of Hours Service

If you are disturbed you can call
020 8496 3000
to speak to the Duty Noise Officer.

The out of hour's service is available as follows:

Monday – Thursday	17.00 – 01.00
Friday	17.00 – 03.00
Saturday	20.00 – 04.00
Sunday	09.00 – 01.00

Although this Service receives a high level of calls we can normally return all calls received up to one hour before the end of the shift.

You can also telephone to speak to the Duty Noise Officer on 020 8496 2238 during normal office hours:

Monday – Friday 09.00 – 17.00

Our Staff will do their best to help you; however they have the right to **WORK IN SAFETY WITHOUT FEAR OF VERBAL, PHYSICAL OR RACIAL ABUSE.** We will not hesitate to take action against any person abusing members of our staff in this way.

Stopping Noisy Neighbours



What can you do if you have persistently noisy neighbours and how the Noise Team can help.



**You have the right to peace and quiet.
Your neighbour must not make
excessive noise that causes you a
nuisance.**

Waltham Forest is a densely populated area
and absolute silence is not possible.

Properties have thin walls, people above and
below; busy roads
and factories/shops next door.

People, their pets and their cars make noise,
there are intruder and car alarms are
everywhere.



The majority of calls the Noise Team receive
are about loud music from residential
properties.

We cannot take action for normal domestic
noises such as children running about,
footsteps and banging. ***These types of
problems may be dealt with through
mediation***

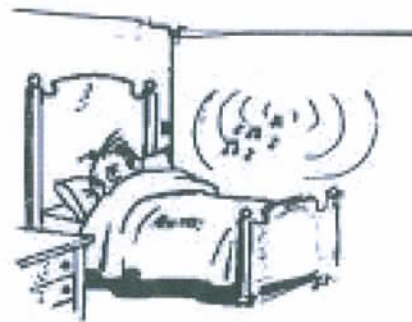
You can initiate your own legal action: this
would include situations when the
Environmental Health Service has been unable
to assist you.

Noise is any unwanted sound

It could be too loud or just happen
at the wrong time or without warning.

If you are concerned about noise coming
from a neighbour's home, a local business,
vehicles or equipment in the street then
think about talking to the person or
company responsible for the noise and
point out the problem. You may find that
they don't know they are disturbing you.

We may all be guilty of making
noise at some time without knowing it.



How much noise is too much noise?

Pleasant music to one person is noise to
another. There are no clear definitions of
what is unacceptable. Each case has to
be considered on its merits. The following
are examples when the Noise Team can
take action.

**Music is so loud that it prevents you
or your family sleeping or relaxing.**

Building sites or factories that start making
a noise early in the morning or continue
making a noise until late at night.

**Intruder and car alarms that
repeatedly sound for long periods
and are not switched off.**

Noisy D.I.Y. work - late at night or early in
the morning.

**Persistent and prolonged noise from
animals**