



Complaints about noise from domestic houses and gardens go first to Newport City Council's community safety wardens who will speak with the person making the noise and ask them to stop. If this does not help the issue is passed to the council's environmental health team.

Complaints about noise from all other premises are dealt with by the environmental health team.

Although you can make an anonymous complaint to the community safety wardens, the environmental health team must have your name and address in order to help you.

The role of the environmental health team is to assess whether the noise can be classed as a **statutory nuisance**.

A statutory nuisance is defined by the Environmental Protection Act 1990 as being 'prejudicial to health or a nuisance', i.e. a noise that the average person would consider to be a nuisance, rather than noise of a specific volume.

Noise that is annoying to some people may not be a statutory nuisance.

The council has a duty to deal with statutory nuisance and an officer will make an assessment based on:

- when the noise happens
- how often it happens
- how long it lasts
- the volume or intensity of the noise
- the location and characteristics of the area

If we believe a statutory nuisance exists we will serve an abatement notice which, if breached, may result in court proceedings.

### **Statutory Noise Nuisance**

Noise that is unreasonable is:

- Loud noise after 11pm and before 7am

- Loud music and other household noise at an inappropriate volume at any time

If your neighbour is making a noise that is causing you distress we would **strongly recommend you DO NOT RETALIATE**. If you get into a tit-for-tat situation (e.g. they play loud music at 2am, so the next night you Hoover at 5am, so then the next day they start banging on the walls, etc.) it can quickly get out of control.

You will also find it much harder to get help from the authorities and an end to the problem because there is fault on both sides.

Report Anti-Social Behaviour and **noise** nuisance.

Between 8am - 6pm call (01633) 656 656 and ask for the community safety wardens. After 6pm call (01633) 656 667. If you are already in contact with environmental health and have been asked to call when the **noise** occurs, please contact your case officer