

Anti-Social Behaviour

West Lancs DC also has an anti-social behaviour unit which may be able to assist you, if the noise is caused by fighting, arguing, rowdiness, provocative behaviour and similar activity. The contact details are included in this leaflet.

Magistrates Courts

As an occupier of premises affected by noise nuisance you can complain directly to the magistrates court under Section 82 of the Environmental Protection Act 1990. You may wish to do this because you prefer not to involve the council or because the assistance you have obtained from them has not resolved the situation.



Contact details and useful addresses

West Lancs DC 01695 577177

**Anti Social Behaviour Unit
01695 566355**

www.westlancsdc.gov.uk

www.mediation.org.uk

www.nasca.org.uk

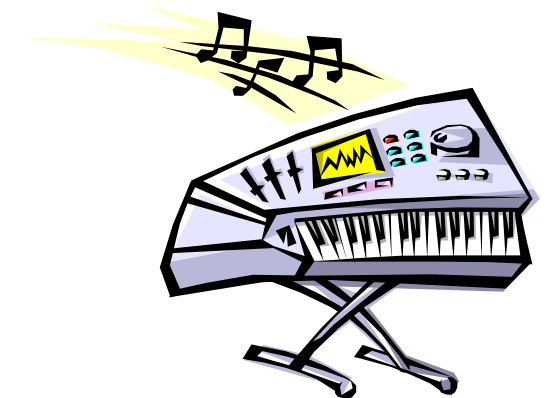
**This leaflet was produced by the
Environmental Protection Section of
West Lancashire District Council**

Neighbour Noise



How Can We Help

West Lancashire District Council
Environmental Protection



Neighbour Noise Problems

Noise from neighbours is a common source of annoyance. The main problems are barking dogs, loud music or TV, intruder alarms, shouting, banging doors and DIY activities. Remember that no house or flat is totally soundproof.

Action by West Lancs District Council

If you think your neighbours are being unreasonable and you are disturbed by neighbour noise please contact the Environmental Protection Section of West Lancs D.C. Contact details are included on this leaflet.

The law requires West Lancs D.C. to investigate your complaint.

In the first instance we will write to the person you have complained of. The letter to your neighbour explains that a complaint has been received, asks for their co-operation not to cause disturbance and invites them to contact us to discuss the problem. It does not reveal your details and this information remains confidential to us.

We will also write to you to inform you of who is dealing with the complaint, how to contact them and to ask you to keep log sheets of the noise. If the noise continues, we usually send a further letter which informs people of the legal action the Council can take.

Officers from Environmental Protection will attempt to witness the noise. They will do this by either visiting your property when the noise occurs or by installing a tape recorder in your premises. Consideration will be given to the type of noise, how loud it is, how often it occurs and what time it occurs.

If our staff are satisfied that a statutory noise nuisance exists they will issue a legal notice to your neighbours requiring them to control the noise so that it is no longer a nuisance.

If your neighbour, without reasonable excuse fails to comply with the notice he or she is guilty of an offence and can be prosecuted. Additionally in some circumstances West Lancs DC may also be able to confiscate noise making equipment.



In the vast majority of cases the problem is resolved without the need for court action. If your neighbours are taken to court you may be required to act as a witness to inform the court how the problem is affecting you.

Noise from Council Homes

If your neighbours are council tenants, West Lancs D.C. Housing Services will be informed of the complaint and may take their own separate action to secure compliance with the terms of the tenancy agreement.

