

If the problem continues contact Banbridge District Council's Environmental Health Department for further advice. You will be asked to give the following information - your name, address and telephone number, the location of the noise source, the type of noise, when and for how long the noise occurs, any steps you have taken to try to resolve the problem and if you have complained to the Council before.

The Council's Environmental Health Department will approach the creator of the noise at this stage and advise them of the complaint in an informal way.

Details of your name and address will be kept in confidence, where possible. However, the person you have complained about may guess who has complained or may approach you to ask if you have complained. In addition, if the Council decides to take legal action you may be required to appear in Court as a witness.

When the Council begins an investigation it is likely that persons affected by the noise source will be required to keep a detailed log of when and how they are disturbed by the noise source over a period of several weeks. This must be submitted to the Council's Environmental Health Department.


Formal Action

The action taken will depend on the extent of the problem and where the noise is coming

from. There are legal controls over unreasonable noise under The Pollution Control Order and Local Government (Northern Ireland) Order 1978. Although there are legal controls over noise, no specific level is defined to establish a noise nuisance. In the legal sense, noise nuisance will depend not only on the loudness and nature of the noise but also on how long it lasts and when it happens (frequency).

If having investigated the complaint the Council is satisfied a noise nuisance exists and informal measures are unsuccessful at resolving the problem, it will issue a Noise Abatement Notice on the noise maker. Where necessary, the noise maker may be brought to Court for not complying with the Notice. It is also possible for the occupier of premises affected by noise nuisance to take their own action by complaining directly to the Magistrates Court or by seeking an injunction and/or compensation through the civil courts.

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|  BANBRIDGE DISTRICT COUNCIL |
| Noise |
| Disturbances! |

Noise Sources

Noise disturbance can arise from a wide range of sources including barking dogs, noisy neighbours, entertainment noise, building work and commercial noise.

The Effects of Noise

The commonly accepted definition of noise is "sound which is undesirable to the recipient."

For many people noise is a source of irritation and stress. It can cause sleep disturbance or interfere with an individual's right of peace and quiet at home. Banbridge District Council has a responsibility to investigate noise complaints.

Advice for the Noise Maker

Pets

Do not allow your dog to bark for prolonged periods. Dogs may bark for a variety of reasons which include loneliness, boredom or frustration, attention seeking, defending his territory, medical problems.

It is good practice to ask neighbours if your dog barks when left alone.

If you have to leave for long periods ensure that you:-

- Feed and exercise your dog before you go out and leave some fresh water

- Make sure he has a comfortable bed and leave him his favourite toy
- Check that the room is at a comfortable temperature and adequately ventilated

For some further tips see advice leaflet on "Constant Dog Barking Can Be Avoided."

Parties

When you have a party at home have consideration for your neighbours. Tell your neighbours in advance.

Late night parties in flats and houses sharing internal walls are unlikely to be enjoyed by your neighbours so music should be kept to a minimum especially after 11.00 pm.

Ask guests to consider your neighbours when leaving and keep farewells, slamming doors and hooting horns to a minimum.

Home Entertainment Equipment

Remember your type of music may not be enjoyed by your neighbours. Music with a bass beat is particularly penetrating. Keep the volume of amplified music at reasonable levels at all times.

Again it is good practice to consult with your neighbours, particularly if you live in a flat or share a party wall.

Gardening and DIY

Mow the lawn and carry out DIY work at a reasonable time of day. Keep your lawnmower and other equipment in good order.

Consulting with your neighbours before carrying out major DIY work or internal alterations is likely to reduce the risk of complaints.

Public Entertainment Noise

Noise from premises holding entertainment is controlled by the conditions of the Entertainment Licence. It is recommended that regular monitoring is carried out by management and consultation with your neighbours to ensure that the appropriate conditions are being met.

Remember, most neighbours are tolerant of a certain amount of noise if they know when it will end. Consultation is important.

Advice for Persons Disturbed by Noise

Informal Action

Many noise problems, particularly those involving neighbours, can be resolved by, for example, explaining to your neighbours the difficulties they are causing.

Many people cause problems inadvertently and are usually co-operative in helping resolve a problem if only they are approached in a reasonable manner.