

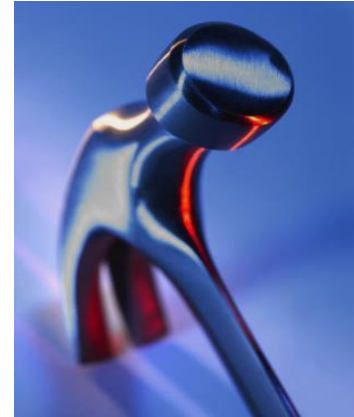
## Information for Builders, Residents and Neighbours

### DIY Noise

All properties need occasional maintenance and improvement. Some jobs such as hammering and drilling can be noisy but it is entirely reasonable to get these jobs done.

We also realise that many people work during the day and only have the evenings and weekends to do their DIY, when many people are trying to relax.

However, this does not mean that people can do noisy DIY at any time of day or night. Both parties need to respect each other's need for quiet; but also be prepared to accept the occasional disturbance.



### I am thinking of doing some DIY, what should I consider?

- **Speak with neighbours** – a conversation, note or message to a neighbour to advise what works you are going to be completing and when you plan to do this can go a long way to reducing any issues or tension between neighbours.
- **Type of work** – often the type of work and the time of day have an impact on how frustrating construction noise can become, for example drilling or using power tools late in the evening or in early morning is not advisable. However, quieter works such as plastering and painting are unlikely to cause a disturbance.
- **Be considerate** - taking account of your neighbour's circumstances can also reduce the risk of complaints in relation to work. For example a neighbour may have young children, so may ask that you do not work with power tools late in the evening when they are trying to sleep.

### Construction Noise

By nature construction noise can be very noisy, but fortunately most of these activities only last for a short time. When considering complaints about construction noise, the council has to consider the legitimate right to carry out building work against the affect the noise can have on an individual.

We are not able to stop construction projects altogether, but in very exceptional cases we can set limits on when and how long noisy activities can occur. In general we would want noisy activities to be completed as quickly as possible.

### Planning Permission

With larger developments, Environmental Health are asked to comment on planning applications. In some cases the planning permission may contain conditions controlling construction noise, but even if not the advice below is given to developers.



**Remember – this is guidance only, unless conditions have been placed on the planning permission.**

- The work should be carried out in such a manner so as to comply with the general recommendation of British Standards BS5228 '*Code of Practice for Noise Control on Construction and Demolition Sites*' and in particular Section 5 of Part 1 of the Code entitled 'Control of Noise'.
- All works and ancillary operations which are audible at the site boundary should be carried out only between the hours of 8am – 6pm from Monday to Friday, and 8am – 1pm on Saturdays.
  - No work should be carried out on the site on Sundays or Bank Holidays.
  - All deliveries to site should only occur during the above working hours.
- All equipment should be operated, sited and maintained so that disturbance to people living or working in the immediate areas is minimised.
- Contractors should notify the occupiers of nearby buildings likely to be affected by these works, explaining the type of work and measures taken to minimise noise disturbance.
- The best practicable means, as defined in Section 72 of the [Control of Pollution Act 1974](#), to reduce noise to a minimum shall be employed at all times.

## What will we do?

The first step is your allocated case officer will contact you to discuss the case and set out the next steps to investigate your case or provide initial advice.

Typically this will start with asking you to record details of how and when the noise is disturbing you. This will allow us to build up a body of evidence to support your case and any action the Council may be able to take.

Usually we will ask you to download The Noise App, which will allow you provide GPS tagged and time stamped recordings to the Council, however diary sheets can be made available to residents without access to the a smart phone.

This must be done in all cases as it tells us:

- How long the noise lasts – it is more likely that the law will consider nuisance is being caused if the building works go on for long periods.
- When it is happening – it is more likely the law will consider nuisance is being caused if the works occur at unsocial hours i.e. night, early morning or late evening.
- How long it happens for– the more often the works affects you, the more likely the law will consider it as a nuisance.

Once we have this information and the evidence to support your case we will then contact you in relation to the next steps, this could be providing advice to your neighbour, but could escalate to the service of a legal notice instructing them to prevent or abate the noise.

This may not mean stopping the noise completely but reducing it to a more acceptable level to reduce impact on neighbours, the best course of action will be determined by your case officer on a case-by-case basis.