

## Resolve a problem with noise or nuisance

There are steps you can take to stop noise or nuisance. The Council can take action if you need us to.

### How you can help to resolve a problem

It is often better to try resolve a problem personally if possible. The introduction of a third party such as the Council or a landlord can sometimes make a situation worse. Collecting evidence will be helpful if you need to report the problem to the Noise and Nuisance Team or take a case to court. For more information see '[how you can help to resolve a problem](#)' [1].

### Refer a complaint to the Noise and Nuisance Team

If you have been unable to resolve a problem yourself and the problem persists, the Noise and Nuisance Team may be able to help you. Environmental Health Officers are trained to decide if a disturbance is a statutory nuisance and are authorised to take legal action to stop statutory nuisance from both domestic homes and commercial businesses. We also deal with other nuisances such as smells, dust, and a range of other environmental health problems that occur outside office hours.

- [contact Noise and Nuisance](#) [2]
- [the law - how we decide if a disturbance is a statutory nuisance](#) [3]
- [common noise complaints](#) [4]

### Mediation

Disputes between neighbours can create strong feelings that make it difficult for those involved to co-operate with each other in trying to resolve a problem. In these situations a mediation service may be able to help. Mediation is a voluntary and confidential process in which an independent, neutral person helps you to reach an understanding with someone you find it hard to talk to. The council are linked to a mediation service called CALM Mediation. To find out more, visit [www.calmmediation.org](http://www.calmmediation.org) [5].

### Take legal action yourself

If you have been disturbed by noise and have been unable to resolve the problem, either informally or through the Noise and Nuisance Team, then you may want to take further action. For more information see '[taking legal action yourself](#)' [6].

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[Contact the Environmental Health team](#) [7]

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#### Links

[1] <https://www.rbkc.gov.uk/environment/environmental-health/noise-and-nuisance/resolve-problem/how-you-can-help-resolve-problem>

[2] <https://www.rbkc.gov.uk/environment/environmental-health/noise-and-nuisance/resolve-problem/contact-noise->



and-nuisance-team

[3] <https://www.rbkc.gov.uk/environment/environmental-health/noise-and-nuisance/law>

[4] <https://www.rbkc.gov.uk/environment/environmental-health/noise-and-nuisance/common-noise-complaints>

[5] <http://www.calmmediation.org/>

[6] <https://www.rbkc.gov.uk/environment/environmental-health/noise-and-nuisance/resolve-problem/taking-legal-action-yourself>

[7] <http://www.rbkc.gov.uk/az/az.aspx?orgid=2064>