

Customer information

For use by residents suffering from noise or nuisance

How does the Noise affect You?

This leaflet explains the role of the Noise and Nuisance Service and how it can help anyone who is experiencing noise or nuisance problems. It explains what we can and can't do, the standards of service we try to achieve, together with advice on how you might be able to improve matters yourself. It also tells you how you can complain if you are dissatisfied with our performance.

What is the Noise and Nuisance Service?

There are 18 officers in the Noise and Nuisance Team, 12 of whom work on a shift rota, these officers provide a comprehensive witnessing and intervention service, 365 days per year. We receive over 10,000 requests for service (complaints about noise and nuisance) each year.

What does the team do?

The main work of the team is the control of noise from both domestic homes and commercial businesses, although we also deal with other nuisances and a range of environmental health problems that occur outside office hours. The most frequent complaints we receive are about:

- Neighbour noise such as loud music and parties
- Construction noise including DIY
- Burglar alarms
- Car alarms

- Noise from pubs and night clubs
- Smells from restaurants
- Noise and dust from construction sites
- Road works
- Noise from air conditioning units and other mechanical equipment

What can't the Noise and Nuisance Service deal with?

The team cannot deal with aircraft, road traffic noise or certain types of train noise. However, there are a number of different government departments that you can contact and we can advise you of these.

What can you do?

It is often better to resolve matters personally, if that is at all possible. The introduction of a third party such as the Council or a landlord may inflame the situation rather than resolve it. If it is appropriate and will not place your safety at risk, you might try discussing the problem directly with the person responsible for making the noise or nuisance.

What can the Noise and Nuisance Service do?

If you cannot deal with the problem yourself, you can call the Noise and Nuisance Service at any time of the day or night and we will assist you in one or more of the following ways:

- If the problem is happening **at the time of your call** a Noise and Nuisance Officer will visit you and attempt to resolve the problem straight away if possible.
- If the noise or nuisance is not actually occurring (or it is not possible to resolve it at the time) the Noise and Nuisance Officer will take further details about the problem (*what is it? what causes it? how long has it been disturbing you? when does it occur?*) so we can consider the best way of dealing with it.
- If the noise is of an intermittent nature, you may be sent a diary in which to record when the noise occurs, for how long it lasts and how loud it is. Your case officer will tell you when to return the diary so that we can decide how best to help you with your problem.
- You may also be sent a questionnaire and prepaid envelope for you to make comments on how well the Noise and Nuisance Service dealt with your problem.

At various times after your initial call we will review the evidence and decide whether it is sufficient to take enforcement action such as the service of an abatement notice. We will consult you throughout the process, particularly at key stages, for example, before serving a notice.

How can you contact us?

- ◇ By telephone on 020 7361 3002
- ◇ By E-mail at environmentalhealth@rbkc.gov.uk
- ◇ By letter to

The Noise and Nuisance Service
The Royal Borough of Kensington and Chelsea
Council Offices
37 Pembroke Road
London
W8 6PW

- ◇ On the Council's website at www.rbkc.gov.uk

What standards of service can you expect from us?

- We will attempt to answer your initial telephone call **within 15 seconds**. The operator should give their name, a case reference number and an indication of what will happen next. They will also give you the names of the noise and nuisance officers' if they are going to visit you.
- The Officer will aim to visit you (if a visit is required) **within 60 minutes** of your initial call: Our target is to meet this standard on 80% of all calls. We are less likely to achieve this target during busy periods such as at weekends and during the summer months.

- An officer will interview you to gather further information about your problem either at the time of his/her visit or the next working day.
- Many problems are resolved in a matter of hours but some take considerably longer. If your problem is complex or difficult to resolve there will be an interim case review to ensure sufficient progress is being made, within two months of your initial complaint. A full case review will be held after three months to determine what action can be taken or whether there is no further assistance that the Council can provide.

Our values

- * We will deal with your problem in a polite and professional way.
- * We will keep you informed of progress on your case and will write to you at key stages in the process.
- * Your personal details will not be disclosed to any other person without your permission.
- * You can rely on our officers to be honest, impartial and discrete.

If we fail to live up to these values the management of the Noise and Nuisance service would very much like to know. The procedure for making a complaint is described below.

How to complain about the Noise and Nuisance Service

If you are dissatisfied with any aspect of our performance you can make a complaint to the Manager of the Noise and Nuisance Service in the following ways:

- By telephone on 020 7361 3002 where details of your complaint will be taken by the Customer Services Unit and forwarded on
- In writing to The Manager, Noise and Nuisance Service Manager at Council Offices, 37 Pembroke Road, London W8 6PW

Your complaint will be investigated and you will receive a reply within 10 working days.

If you are unhappy with this response, you can make a more formal complaint by contacting us on the above telephone number. This should be sent to the Director of Environmental Health who will acknowledge it and write to you within 28 days to let you know the outcome of his investigation and what action he proposes to take.

Telephone: 020 7361 3002

Email: environmentalhealth@rbkc.gov.uk

Website: <http://www.rbkc.gov.uk/environmentalservices/noise/default.asp>