

Less noise, more action

Noisy Neighbours are a top complaint, prompting the launch of Noise Action Week, May 21 – 25, which aims to raise awareness about noise, noise issues and helps to promote a responsible attitude towards noise.

As part of Noise Action Week, leaseholdersupport.co.uk reveals that of the top ten complaints made by flat owners – nearly half of them are about noise.

To deal with noisy neighbours when living in a shared block, leaseholdersupport.co.uk recommends the following:

- Check your lease and highlight any clause that either states the permitted hours that noise can be made or says the leaseholder has an obligation not to cause noise or nuisance to other occupiers.

Many leases include a 'keep carpeted' clause. Leaseholders installing a wood floor covering would be breaking this rule.

- Find out who lives there. If the culprit of the noise doesn't actually own the flat they still might be breaking the terms of their tenancy and could be evicted.

Get the freeholder or a director of the management company to write formally to the leaseholder in question.

- If speaking to your neighbour doesn't work then enlist help of a mediation service to help you negotiate a solution.

- Keep a diary of the noise, dates and times for evidence.

- Contact the Council's Environmental Protection section as they have the power to deal with noise problems and can take action by sending a formal notice asking the noise to stop by a certain date or in extreme cases take your neighbours to court.

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