

# Keep the noise down, especially during the night

*AS part of the current Noise Action Week Mary Anne, MD of the Ringley Group and the creator of Leaseholdersupport.co.uk reveals what really goes on behind closed doors.*

THE unwanted noise of a prostitute operating in an otherwise lovely block of flats is not the type of thing most of us want on our doorstep.

Nearly half of the complaints our legal team receive are about noise. Some of these complaints are particularly disturbing.

We all make allowances for a little noise from our neighbours but if it gets too bad, noise can be incredibly stressful.

Being woken up by noise or not being able to hear your own TV above the noise can become unacceptable.

On a large Ringley managed estate of 300 flats and some 30 houses in a very pleasant canal-side setting in north London, the rental of a small first floor flat to a young woman and her small child seemed reasonable, as the lessee had taken what he felt were sufficient references.

However, the sudden appear-

ance of a much older man, who moved into the flat shortly after the woman, was the first clue that not all was as it seemed.

The man seemed to be entertaining a stream of callers who would knock on the door at all hours, and it quickly became apparent that the man was acting as a pimp to the woman who was residing in the flat with her child.

The noise coming from the bedroom was uncomfortable for those whose flats adjoined the bedroom.

In addition, the constant comings and goings of callers was disturbing for the whole block, especially as there was the noise of banging doors, mobile phone calls, and the sounds of anti social behavior which went on until the early hours of every morning.

In situations like this the owner/lessee might not even know that he or she is renting their property to rogue tenants, especially in this case as the tenant came through the council, who had received good references.

Usually once it has come to

the leaseholder attention that the tenant is in breach of the tenancy agreement they will accept that it's his/her responsibility to resolve the problem.

However, what most owners are unaware of, is that even though the tenant is in breach of their tenancy agreement, the leaseholder is also in breach of their lease, which can then result in either an LVT against them or a tribunal.

In this case, the estate management division of the Ringley Group, a one-stop property shop with an in-house legal services team, were the managing agent for the block of flats.

In sensitive situations such as these it is hard to get neighbours to accept that due process will take a little time before the problem will be resolved.

Where a flat is being used for immoral purposes, while the managing agent is responsible for contacting the owner of the flat it is the owner of the flat who is in breach of lease.

The breach may be letting the flat without consent or permitting it to be used for immoral purposes.