



Domestic Noise and Neighbourhood Disputes Policy

1.0 Purpose and scope

This policy sets out our approach to domestic noise and neighbour disputes. It outlines our approach and how we support residents to be considerate to their neighbours and maintain a peaceful environment.

We are committed to having safe and harmonious communities. We want to ensure that residents do not suffer inconvenience, feel uncomfortable or intimidated. We house a diverse range of residents, and we understand that residents may have different lifestyles. We encourage residents to respect these differences and to be mindful of how their lifestyle may impact others. Sometimes lifestyles clash and we aim to support residents to resolve these differences at the earliest opportunity.

Often it isn't appropriate to manage these matters through the [Anti-Social Behaviour \(ASB\) policy](#) and so we have developed this separate policy to enable us to provide an effective and proportionate response without the need for formal measures. Where we believe excessive noise is indicative of a welfare concern, we will follow our safeguarding policies and procedures.

2.0 Definitions

Neighbourhood dispute – is a conflict between neighbours, where there has been no breach of occupancy agreement. This includes but is not limited to: personal dislike; cooking smells; behaviour of children; smoking; use of communal spaces; cleaning/gardening arrangements; and inconsiderate parking.

Domestic noise – is the experience of noise caused within a domestic residence; it is noise caused by every day, daytime household activities. This includes but is not limited to noise from: household appliances; children; ball games; talking; banging doors; pets; a television or speakers. We exclude instances where the noise is too loud or amplified, which is considered noise nuisance and dealt with as ASB.

3.0 Responding to reports

We recognise that domestic noise and neighbourhood disputes can impact a resident's enjoyment of their home. At the same time, we respect the right of each

resident to live in their home without interference from us, unless they have breached their occupancy agreement.

We promote tolerance and an understanding that each resident has the right to their own chosen lifestyle, as long as it does not negatively interfere with the lives of others.

We will also recognise that depending on residents circumstances and the property or scheme they live in, domestic noise may have a higher impact on some residents. Likewise, some residents may cause more noise than others due their personal circumstances or the property they live in.

In these situations, we encourage residents to be mindful of how their day-to-day activities could cause a disturbance for certain households and encourage residents to be understanding of their neighbour's circumstances. For example, music or noise in the evening outside of times typically considered anti-social (11pm-7am) may still cause a disturbance for households with young children.

During times of heightened community or national political tension, things that wouldn't usually be considered intimidating might cause offense or even spark conflict. Therefore, we take a flexible approach to these situations, and at certain times, might ask residents to remove signs, symbols or flags visible from outside their home that could make other residents feel intimidated. This will not be considered a breach of tenancy, unless it meets the criteria to be managed under our [hate crime](#) or [anti-social behaviour policy](#).

On receiving a complaint of domestic noise or of a neighbourhood dispute from a resident, we will look into the matter within a week. Upon first report of an issue, we will advise residents to politely discuss the issue directly with their neighbour in the first instance if they feel safe to do so. We can support residents and give them hints and tips on how they could start a conversation with their neighbour.

Where residents are unable to reach out to their neighbour themselves, we can contact their neighbour via phone to discuss the issue sensitively. In supported housing, we may arrange in person meetings to allow neighbours to discuss these issues. This will not be treated as a complaint or tenancy breach.

We have found that the most effective and lasting solutions are reached when all parties involved discuss the issue(s) together at an early stage, rather than allowing concerns to build up. We encourage this approach, particularly as neighbours may not be aware that they can be heard from outside their home.

We advise residents of what tools are available to help them resolve these matters. These can include mediation ([Calm Mediation](#)); advice from housing management; support provided for by either us or an agency.

Where a resident feels they are dealing with excessive noise nuisance, (noise made outside the hours of 7am-11pm) and they have already attempted to discuss the issue with their neighbour. We advise that they discuss this with their local authority/ environmental health.

In some circumstances, we may consider providing residents with tools to limit the impact of domestic noise. This could be measures such as white noise machines or minor sound proofing measures such as vibration mats for washing machines. These will be offered on a case-by-case basis and will depend on the individual circumstances of the properties and residents involved.

4.0 Further action

We recognise that despite our intervention at an early stage, some neighbourhood disputes or domestic noise cases may escalate and turn into behaviour that is recognised as anti-social. If a resident believes the issue reported should be dealt with in line with our ASB policy, we will review the case, which may include contacting the other party to investigate further. As outlined in our ASB policy, legal action is a last resort to managing ASB and is only taken if all other tools for dealing with ASB have been unsuccessful.

5.0 Reference

- Anti-social Behaviour, Crime and Policing Act 2014

Document control

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