



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 maintain a peaceful environment.

We are committed to having safe and harmonious communities. 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.

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; 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.

On receiving a complaint of domestic noise or of a neighbourhood dispute from a resident, we advise them 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.

We have found that the most effective and lasting solutions are reached when all parties involved discuss the issue(s) together and 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). We advise that they discuss this with their local authority/ environmental health.

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 Our approach

In writing this policy we have carried out assessments to ensure that we are considering equality, diversity and inclusion. To request a copy of this assessment, please contact us at policy@nhg.org.uk

6.0 Reference

- Anti-social Behaviour, Crime and Policing Act 2014

Document control

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Approved by	Policy Group
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Version Control

Date	Amendment	Version
01.2019	New NHG policy	V1.0

21.03.2023	Definition of noise nuisance added; reference to calm mediation services added	V2.0
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