

Online Version

Please reply to: Enviro crime Team
Environment
PO Box 57, Civic Centre
Silver Street, Enfield, EN1 3XH

Email:

My Ref:

Your Ref:

Date:

Dear Resident

Alleged Noise Nuisance

Thank you for using the Councils Website to read and download this advisory letter and log sheets. The Departments initial response to complaints is to endeavour to resolve the issue informally by providing you and the person alleged to be responsible for the nuisance with advice and guidance on the law relating to nuisance.

There are some types of noise nuisance that we cannot deal with. These include noise that you hear that relate to the normal daily activities of your neighbour or noise that you hear because of poor sound insulation. In addition many nuisances are by their very nature difficult to investigate, e.g. intermittent noise from doors slamming or moving furniture. It is therefore not always possible to take formal action under the provisions of the Environmental Protection Act.

If you have provided details of the address complained about, a letter will be sent to the person alleged to be responsible for the nuisance giving advice on the law relating to this particular matter. The letter states what action may be taken either by persons troubled by the nuisance or by the Local Authority in the event of a nuisance being substantiated. It is hoped that the letter will bring about an improvement in any problem, which may be occurring.



You can download a Noise Nuisance Record Form / log sheets which is on the Council's website. You should keep a detailed record of the times the nuisance starts and stops, the dates on which it occurs, and a detailed description of the way in which the alleged nuisance is affecting you, e.g. noise preventing or interrupting sleep. Please return the sheets when fully completed or within 4 weeks. If you do not return the completed forms we will assume the matter is resolved. When you return the log sheets they will be reviewed and you will be contacted.

The Council operates a Noise Service outside of normal office hours during the following times; Friday 9pm to Saturday 3am and Saturday 9pm to Sunday 3am. Reports of noise can be made through the Council's Contact Centre on 020 8379 1000. Please do not report a noise nuisance to the Noise Team during these times of operation using the council's website as your complaint will not be passed to the team.

There are various actions we can take if we are satisfied that a statutory nuisance exists or is likely to exist. This includes service of a formal notice on the person responsible, the owner or the occupier. If noise continues and we witness breach of that notice we can serve a Fixed Penalty Notice, prosecute or in extreme cases seize noise making equipment.

It is possible for you to take your own action under section 82 of the Environmental Protection Act. This remedy is relatively simple and enables you to approach a Magistrates Court yourself. If you wish for advice on this matter you can contact us or search the web under "Environmental Protection Act section 82".

Yours sincerely

Enviro crime Team

IMPORTANT – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to www.enfield.gov.uk/connected

