

Reducing household noise

A quick guide



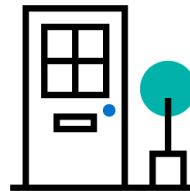
VOLUME

We believe everyone should be able to enjoy a reasonable level of peace and quiet in their home.

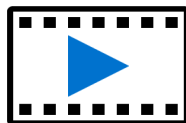
Loud noise can affect everyone differently and it's important that we consider this when managing noise complaints. In this leaflet, we've shared guidance on some small steps everyone can take to reduce noise at home so that your neighbours do not experience noise issues and your community is considerate, caring and comfortable for everyone to live in.

You could try the following methods to help reduce household noise:

- Ensure your doors and windows open and close smoothly without banging and contact us if they are excessively noisy.
- Use rugs on laminate or vinyl flooring to help reduce noise that carries through floors. Please remember that if you live above the ground floor level, you need to get our permission to lay laminate flooring.
- Consider installing an anti-vibration washing machine mat under your appliance. These are relatively inexpensive and can reduce the noise you and your neighbours hear when the machine is on its final spins.
- If listening to music out loud or on a speaker, keep the volume to a reasonable level, especially bass levels as they pass easily through walls, floors, and ceilings.
- If you listen to music late at night or in the early hours of the morning, use earphones or headphones while listening.



- Avoid placing your television or speakers next to a shared wall. If you are someone who needs the television at a higher volume, most modern television sets are compatible with headphones.



- If you live in a flat, when you enter or leave the building, don't allow the doors to slam and keep your voice low through the communal space as lots of noise can be made by sound echoing through corridors.



- Wear soft sole shoes or slippers when moving around your home.

- Children will be children. Consider the types of toys they have and limit the use of scooters or bikes etc indoors. Be mindful to keep the noise to a reasonable level.



Reducing animal noise

Leaving animals alone is sometimes inevitable, but it means they can get lonely, and regular barking noise can disturb neighbours. If you have our permission to have a pet in your home, try to avoid leaving your pet alone for too long and make sure they have plenty of toys to keep them occupied. Allowing a dog to bark persistently can be regarded as a statutory nuisance if the noise is intrusive or irritating for neighbours.

You could consider leaving the radio on at an appropriate level to keep your pet company if you are out during the daytime, or you could arrange for a dog sitter.

The Dog's Trust has guidance on how to stop your dog barking which you can visit at <https://bit.ly/3WnGyB1>

You can also view this guidance by scanning the QR code below on your smartphone or tablet.



You can also read the RSPCA's guidance on how to train your dog to be left alone at <https://bit.ly/3Uj8jrK> or by scanning the QR code below.



Limiting alarm noise

If you have an alarm which rings often and for a long period of time, this can disturb others. You can help limit unnecessary alarm noise by:

- Making sure your alarm has a 20 minute cut out
- Ensuring your alarm system is well maintained
- Making sure your windows are firmly closed when you leave
- Leaving a key to your property with someone close by who can disable the alarm, and leaving their details with your neighbours.

What to do if you're sensitive to noise

If you are someone who is sensitive to noise, you are not alone. Living next to, beneath or around others will generate a certain amount of daily living noise which for the most part we can all tolerate.

Have you ever noticed how much sound echoes in an empty room? Some quick low-cost ways to soundproof a room are:

- Use furniture, such as a bookcase or room divider against the wall that adjoins with your neighbour's home.
- Install wooden shutters as a way to absorb noise through windows.
- Add soft furnishings to your rooms; cushions, curtains, rugs and carpets. All of these will absorb sound.

- Hang pictures or cork boards on your walls. There are many products available which have adhesive fixings. If you are planning a significant change to the internal walls of your home, you should always seek our permission before carrying out any work.

There are some other things you can do to help maintain your well-being if you're sensitive to noise:

- Use earplugs and noise-cancelling headphones. These can be relatively cheap to buy and help millions of people deal with everyday noise. Sleeping in earplugs can take some getting used to, but once you become familiar with falling asleep with earplugs in your ears, they can improve how long you sleep, and the quality of sleep you have.



If things don't improve

If you are experiencing noise nuisance, wherever possible, do speak with your neighbour. Often they may be unaware of any issues.

If things don't improve, please refer to the noise section of our **online anti-social behaviour (ASB) toolkit** for further advice and guidance on when and how to report to us. You can visit the toolkit at: **www.networkhomes.org.uk/asbtoolkit** or by scanning the QR code to the right with your smartphone or tablet.



If you cannot find a solution that works for you in our ASB toolkit, please get in touch by

- emailing **customerservice@networkhomes.org.uk**
- visiting **www.networkhomes.org.uk/contact-us**
- or calling **0300 373 3000**.

The Noise App

If you have an active case of noise nuisance that has been reported to us, we recommend that you download the **The Noise App** on your phone or tablet.



You can use this free app to record noise disturbances you may be experiencing, and send the recordings directly to our Neighbourhood teams so we can assess any reasonable steps available for us to take.

Find out more at **www.networkhomes.org.uk/the-noise-app**

