



Noisy & Nuisance Neighbours!

Shouting. Banging. Screaming. Crash. Thud. Boom. All night partying. Welcome to the world of the Noisy Neighbour! Sounds like a joke doesn't it? It isn't. For those affected by people who simply don't care about others, it's a living nightmare. You have a job to do in the morning, and you are absolutely shattered for it because someone doesn't care about you or how you feel. *We get it.*

Sometimes, particularly in shared accommodation, someone is celebrating something that you are not. We are not talking about those people who have a one off party and it gets a bit rowdy - and who respond to turning down the music if they have accidentally woke someone up and act in a responsible manner.

There are a lot of reasonable people who celebrate from time to time and accidentally cause a nuisance. The type of people we are talking about are those who persistently ruin peoples lives and breach the terms of their lease.

What we can do is write to those people and take a firm line with them for you. We will do our best to help.

What we can't do is become the Police or Local Authority and represent you privately in a dispute over noise nuisance or a civil dispute. We often have little in the way of enforcement action. You should:



- *Report this to the Police at the time of the incident - they may (or may not) respond depending upon the issue.*
- *Make a note/diary of the problems experienced.*
- *Video the noise happening - and if you record the noise as evidence its helpful to have a sound meter recording the level of noise if it is persistent.*
- *Report the matter to your Local Council who will become involved if the noise is serious.*

Once we have all the evidence from the authorities - we can often act for the building in pursuing an issue of nuisance under the terms of the lease (if it applies - and most do).

If you haven't followed these procedures - then we won't be able to help you. Whilst we do our best to help, we are not the Samaritans and talking to us without following these steps will not stop the problem.

Please also make sure that the apartment you are complaining about is the apartment making the noise. There is nothing more upsetting than being a quiet neighbour and receiving a letter from us saying that someone has complained. This is equally upsetting for the innocent person who has been mistaken for a noisy neighbour.

Some leaseholders expect us to resolve all neighbour issues, and that isn't always possible. We may direct you to the most appropriate body, and if the matter involves any criminality (drugs, stalking, violence) we will always direct you to the Police. It is their role, not ours, to investigate crime on the estate.

Thank you for helping us to help you.

If you are complaining about pets or dogs causing a nuisance - again, make sure that your lease doesn't allow pets in the building, and that you get as much evidence as possible.

Let's turn it down together

Call 0845 456 4980 or

Email legal@regalty-estates.co.uk