

The Environmental Health Team gets over 3,000 complaints a year about noise nuisance. Most enquiries are dealt with through negotiation but if this fails we do have the power to take legal action.

## What type of noise do we deal with?

We investigate complaints about noise from:

- loud music
- parties and raves
- pubs and clubs and outdoor events
- car and intruder alarms
- domestic noise for example DIY
- barking dogs
- buskers
- noise from construction sites

We do not have the power to deal with aircraft, and road traffic noise or noise from seagulls.



Translation? Tick this box and take to any council office.

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية.	Arabic	<input type="checkbox"/>
অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান।	Bengali	<input type="checkbox"/>
需要翻譯? 請在這方格內加刷, 並送回任何市議會的辦事處。	Cantonese	<input type="checkbox"/>
ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید.	Farsi	<input type="checkbox"/>
Traduction? Veuillez cocher la case et apporter au council.	French	<input type="checkbox"/>
需要翻譯? 請在這方格內划勾, 并送回任何市议会的办事处。	Mandarin	<input type="checkbox"/>
Tłumaczenie? Zaznacz to okienko i zwróć do któregokolwiek biura samorządu lokalnego (council office).	Polish	<input type="checkbox"/>
Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office).	Portuguese	<input type="checkbox"/>
Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz	Turkish	<input type="checkbox"/>
	other (please state)	<input type="checkbox"/>

This can also be made available in large print, Braille, or on CD or audio tape

## Contacting us

Call in to our citydirect centres

**Brighton**, Bartholomew House, Bartholomew Sq.

**Hove**, Hove Town Hall, Norton Rd.

**Portslade Neighbourhood Office**, Victoria Rd.

Offices open:

9am to 4.30pm Monday to Thursday

9am to 4.00pm Friday

Want to know more?

visit [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

Noisy neighbours?

# Noise nuisance

## What we can do

Firstly we advise you about the action that you can take. If this is not appropriate or the noise nuisance continues we will investigate it to see if it is a **statutory noise nuisance**. This will involve an assessment of the noise, taking into consideration loudness, time of day, how often it occurs, how many people are affected and how long it lasts. We must also witness the noise before we can take any formal action.

If a noise is a **statutory nuisance** or **excessive night time noise** we can begin to take action. **For instance:**

- serve an abatement or warning notice on the offender requiring the noise to be stopped
- prosecute the offender
- take action to seize the audio equipment or disable car or intruder alarms

Where noise disturbance is caused by **licenced premises**, residents and businesses in the vicinity and EHO's can ask for the licence to be reviewed. Please see the council's website.

## We promise that we will

- respond to car or intruder alarms within 24 hours
- respond to your enquiry within four working days
- give you the name and a contact number of an investigating officer

- let you know what courses of action can be considered for your situation
- advise you about private legal action that you can take

We cannot offer immediate responses to all noise problems that arise outside of office hours unless the noise is causing widespread nuisance. However, we do operate at peak times, generally weekend nights to react to noise problems.

The number for this service is **01273 293541**. For emergencies outside these hours the council has an out of hours emergency telephone line on **01273 292229**.

## What you can do

Loud noise is not acceptable and our team actively works to help residents live in a reasonably peaceful environment.

**You can help us to help you with any noise nuisance that you experience by doing some of the following:**

- if your complaint concerns a neighbour please try to approach them first to explain the situation to them. Often people are not aware that their noise is disturbing others. Please only do this if you feel you are able - your safety comes first
- Brighton & Hove Independent Mediation Service offers a free and confidential help line for residents. They can be contacted on **01273 700812** or e-mailed at [mediation@bhims.org.uk](mailto:mediation@bhims.org.uk)
- try to identify the source of the noise and the person responsible

- you may be asked to keep a diary of when the noise happens – please try to do this as accurately as possible as it may be used as evidence during any legal proceedings
- our officers carry identity cards and will show them when they visit you at home or at work. Be safe – always ask for proof of identity

## How to contact us

**Phone** 01273 292929

**Typetalk** 18001 01273 292929

**Email** [ehl.environmental.protection@brighton-hove.gov.uk](mailto:ehl.environmental.protection@brighton-hove.gov.uk)

**Environmental Health & Licensing**  
citydirect centre, Bartholomew House,  
Bartholomew Square, Brighton, BN1 1JP.

**Office open:**

9am to 4.30pm Monday to Thursday

9am to 4.00pm Friday

## Other useful contacts

**Weekend Noise Patrol**

**Phone** 01273 293541

**Out of hours emergency telephone line**

**Phone** 01273 292229

**Brighton & Hove Mediation Service**

**Phone** 01273 700812

**Visit:** [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)