



Telephone: 020 8583 5555
E-Mail: pollution@hounslow.gov.uk
Our ref: Please refer to e-mail reference number
Date: Please refer to e-mail date

Dear Sir / Madam

Environmental Protection Act 1990

I refer to your request for service to this Department regarding noise nuisance. Please download a copy of '*Guidance In Respect Of Noise*' leaflet that goes into some detail about how the Department might be able to assist you. Please read through the pack as it contains all of the information necessary as to how your complaint will be dealt with if it is necessary to undertake further investigation of the problem. Please download a copy of the noise log using the link provided in receipt email to take a record. The return of completed log sheets within four weeks will result in your case being fully investigated and a case officer will be allocated to your complaint. If completed log sheets are not returned within four weeks from the date of this letter it will be assumed that the nuisance has ceased, your case will be closed and this Department will take no further action in respect to this matter. These log sheets also act as important evidence if the case goes to court, therefore it is essential that they are clear and accurate, and that you sign them in the presence of a witness.

For further action to be taken over noise nuisance it would have to be deemed a 'statutory nuisance'. A statutory noise nuisance is one that materially affects the comfort of your home. It should be loud enough to wake you up at night or prevent you from concentrating during the day. Unfortunately, one off incidents are unlikely to be considered a statutory nuisance.

Should the noise occur between 22:00 and 02:00hrs on Friday or Saturday night please contact the noise team on 020 8583 2222 and they will try to visit at the time and, if necessary, take action to stop it. If the noise occurs at any other time please record it on the log sheets provided. Out of hours monitoring visits can be arranged if you return a set of log sheets showing that the noise is regularly occurring outside our office hours. If, at any time one of our officer's witnesses noise that amounts to a statutory nuisance, then a noise abatement notice would normally be served on the person responsible. If the noise continues after that, a prosecution would be considered if we can prove that the notice has been breached. I must stress that without witnessing the nuisance, there is only limited action we can take.

If you have any further queries, please e-mail pollution@hounslow.gov.uk.

Yours faithfully

Community Enforcement
London Borough of Hounslow