How To Complain

If the noise is not an immediate problem and you would like to enquire about what can be done, please contact us by email, telephone, letter or in person, using the details listed below.

Information we need

Be sure to give us your name, address, telephone number, email address, the nature of the problem and, more importantly, the address of where the problem is coming from, if known. If you cannot give us the exact location of the noise disturbance, please give us the name of the road or block it is coming from.

What happens next

We will log your call on our complaints database and aim to visit the site within two working days.

Often this resolves the matter, and no further action is required. If it is not resolved, we may take further formal action and serve a noise control notice on the developer or contractor. This may restrict hours, noise and vibration levels and require best practice is used.

If there are breaches of the conditions of the noise control notice then the Council may take further formal action and prosecute the offender. This will require council officers to witness the noise, possibly from a neighbouring premises and may require residents to complete witness statements. Please note that an offence is committed only after a noise control notice has been served.

We obviously hope that the situation does not reach this point but the council will be prepared to take action where necessary.
Noise from Construction Sites

Major construction sites generate significant levels of noise. Construction works include the demolition, maintenance, repair, erection, construction of buildings or roads and any work of engineering construction.

Much of the noise generated is unavoidable and noise control methods are a balancing act between the needs of the developer to carry out the works and the rights of neighbours to quiet enjoyment of their properties.

The legislation governing noise from construction sites strives to achieve this balance. The Council aims to minimise the impact of noise from such works on local residents.

Under the Control of Pollution Act 1974 the council has certain powers to control noise from construction sites.

The main control that the Council can impose on construction sites is to limit the times during which they are permitted to make noise that their neighbours can hear.

For general construction works the Council usually imposes (when necessary) the following limits on noisy works:

- Monday to Friday 8am to 6pm
- Saturdays 8am to 1pm
- Sundays and Bank Holidays - No noisy activities allowed

Some particularly noisy activities, such as pile driving, may be subject to stricter time controls to allow neighbours some relief from excessive noise.

On the other hand, some activities may be allowed outside of normal working hours when there is a good reason for this to happen. This might be for health and safety reasons or because the particular operation cannot be completed within the time normally allowed. A good example of this would be large-scale concrete pours for floors that need to be finished by power floating when the concrete has partially dried – this job can not be completed inside a normal working day.

The Council usually only imposes time limits on construction sites when they are causing problems for residents. It is, therefore, very important that you let us know if you are being disturbed by noise from construction.

It is worth remembering that it is not the work that is being restricted, but noise from the work. If the work is not disturbing anyone, then the Council does not need to impose restrictions on that work. This means that quiet work could go on at almost any time of the day.

The council can also set maximum noise and vibration levels at particular locations.

Chosen locations are normally outside of the nearest noise sensitive properties to the construction activities.

The other method we use to control noise from construction sites is to require that all contractors use the “best practical means” to minimise noise from their activities.

This is a very broad area and can include matters ranging from the prohibition of the use of radios on site to the proper maintenance of plant and equipment. It can also include matters such as the choice of appropriate plant for a particular task or putting up noise barriers or screens.

Poorly maintained plant and equipment can give rise to excessive noise and the failure to use the built-in noise control shielding on plant can cause problems.

The use of mains-powered electrical equipment is encouraged (rather than using generators) and hydraulic breaking or bursting techniques are preferable to impact breaking methods for demolition.

The choice of equipment for a particular task is important in noise reduction.