Should you need any help or advice regarding the points addressed in this leaflet, please use our main point of contact which is:

**e-mail:**  [environmentalhealth@wirral.gov.uk](mailto:environmentalhealth@wirral.gov.uk)

Alternatively, you can contact us via the following methods:

**Tel:**  0151 606 2430

**Address:**  Environmental Health  
Environmental Services  
PO BOX 290  
Brighton Street, Wallasey  
CH27 9FQ
Types of noise

A continuing noise often becomes not just an annoyance but a real nuisance. Examples of noise that may be considered a statutory noise nuisance include barking dogs, loud music/television/radio, regular parties, intruder alarms and DIY activities.

If it’s a problem

If you are being disturbed by noise from your neighbours there may be many reasons, including:

- Unreasonable behaviour (whether intentional or not).
- Inadequate sound insulation between properties.
- You may be over sensitive to the noise.
- You may have ‘tuned’ into the noise.

The next step

Talk to your neighbour, be calm, polite and explain that you are being troubled by the noise.

Good advice on methods of reducing or containing noise is available from the Council’s Pollution Control staff who have a wealth of experience in dealing with these problems.

What next?

If your neighbour lives in a Housing Association owned property, their tenancy agreement may contain a clause that prohibits them from causing a nuisance. Landlords can take action to enforce their tenancy conditions.

If the noise problem continues, you could write to your neighbour referring to your previous discussion and any agreements that may have been reached. Keep a copy of the letter and start a written log recording dates, times and the duration of the noise.

If your noise problem still persists

The next step is to contact the Council Pollution Control Section whose staff can take action under the Environmental Protection Act 1990, as long as they have first hand evidence confirming a statutory nuisance. You will be advised of any action to be taken and if a statutory nuisance is confirmed, then they will take the necessary steps to abate the nuisance.

In order to help the investigation you may wish to utilise a smart phone application that will assist you by logging the information needed to help progress the case. The application can be downloaded at the following website: http://noisenuisance.org/the-app/

If Pollution Control cannot help

It may be that the noise occurs without any pattern or is of a nature that makes it unlikely that the Council’s Pollution Control staff will be able to gain first hand evidence of it. If this is the case, section 82 of the Environmental Protection Act 1990 empowers you to take your own action by contacting Birkenhead Magistrates’ Court directly.

In the event that you wish to take a section 82 action Pollution Control can provide you with the details of how to proceed, and the likely costs involved.