



The Noise App

Residents Guide to getting the best from the App

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Statutory Noise Nuisance

The Noise App provides an easy and effective way to submit noise recordings to the council.

However, not all noise will be a statutory nuisance and submitting recordings is only the first step towards dealing with a noise problem. For more information on Statutory Nuisance please download our Residents Guide to Statutory Nuisance from the www.luton.gov.uk

In order to give us the best chance of establishing whether the noise you are hearing is something we can deal with we would ask that you follow the guidance below;

Think about whether the person making the noise is acting unreasonably.

Is the noise from normal household activity, such as talking, walking around, domestic appliances, children playing, a baby crying or listening to music?

Many of these things can occur without it being a statutory nuisance. Also occasional noise is less likely to be nuisance than persistent or frequent noise.

However, if it is late at night, unreasonably loud or just not a reasonable thing to be doing, then we may be able to help.

Make recordings which help us assess the problem.

The Noise APP allows you to make 20 recordings a day, of up to 30 seconds in length. This may not sound like a lot, however, over a period of a few days, it will begin to build a pattern and allow us to move to the next stage, usually a warning or advice letter to the person causing the noise.

Firstly, you need to make recordings from your home. Don't go to a location where you can hear the noise better, and ensure that, whilst recording, no one is making noise in your home.

You also need to specify which rooms you are in when recording. Noise is more likely to be a statutory nuisance in areas in which you “live”, such as bedrooms, living rooms etc. if the noise can be heard in the kitchen, toilet or hallway only, it is less likely to be a problem we can address.

Where noise persists over a long period, make a recording every 15-30 minutes, rather than one after the other. This will give a better picture of the problem than 10 minutes of continuous sound.

Finally, are you sure about where the noise is coming from? Sometimes, particularly in flats, it can be difficult to determine who is responsible for noise.

Before submitting a recording, take time to review it to check it really demonstrates the problem you are experiencing.

Give us relevant details

In the “How does this noise affect you”, give us details of what we can hear in the recording and its impact on you. Nuisance is about impact on people so this helps assess the recordings.

What happens next?

We will keep in contact via the App, and when we are satisfied that there is sufficient evidence of a nuisance, we will let you know what the next steps will be.

Global Positioning System (GPS)

The Noise App uses GPS to stamp recordings with your location. This is done for evidential purposes so that we can confirm where the recording was made. You will therefore need to ensure that GPS is active on your device when making recordings.