

What can we do for you?

Argyll and Bute Council in partnership with Police Scotland have adopted Part 5 of the Antisocial Behaviour etc. (Scotland) Act 2005 and provide a delayed response service to antisocial noise. We will:

1. Respond to and investigate the noise. This may include visits by the Council's Environmental Health staff, the Police or both.
2. Where possible assess the noise and advise you whether it is acceptable or not, confirming our actions.
3. Contact the person making the noise to advise them to reduce the levels or in some cases, cease the noise.
4. In extreme cases, where noise has been measured and witnessed, this may result in issuing a Fixed Penalty Notice or seizure of noise equipment.

You can find out more at www.argyll-bute.gov.uk/planning-and-environment/neighbourhood-noise-complaints.

Anti Social Behaviour Noise

For persistent problems with noise the Police, Housing Associations and the Council will share information and may take enforcement action to stop Anti Social Behaviour. For more information on this contact Environmental Health.

Who to contact

During normal working hours (Monday to Friday 9.00am to 5.00pm) contact should be made with your local Environmental Health office and outwith normal working hours you should contact your local Police office.

Contact Details:

Environmental Health

Environmental Health offices are located at Dunoon, Helensburgh, Lochgilphead, Oban and Rothesay.

Tel: (01546) 605519

Email: envhealth@argyll-bute.gov.uk

Police Scotland

Tel: 101

Neighbour Noise bothering you?



Argyll and Bute Council and Police Scotland
Working in partnership to tackle
Antisocial Noise in Argyll and Bute



Are you bothered by noise?

It is a fact that we all make noise. Noise can be generated by talking to others, entertaining, playing music or just going about your daily business.

There are other noises that may be a nuisance to you such as loud TVs or music, prolonged DIY or slamming doors. If you are bothered by nuisance noise then we may be able to help but first you should consider what you can do.

What can you do?

1. Consider if the problem may be due to insufficient insulation in your property. If this could be the problem there are DIY measures that can help. "Improving Sound Insulation in Homes" from the Building Research Establishment is available at www.bre.co.uk/PDF/SOUNDINS_HOMES.PDF and provides guidance on insulation you may be able to put in place.

2. Consider approaching those responsible and make them aware of the problem, they may not even realise that they are bothering you. Most people will be glad to do what they can to reduce noise. However, approach the matter carefully if you think they may react angrily to a complaint.
3. If the problem continues, start a diary recording dates, times, causes of noise and the effects it has on you. Write to those responsible explaining the problem. Ask them to stop the noise nuisance, refer to any conversations you may have had and what, if anything, they agreed to do about it. Keep a record of any conversations you have or letters you write. A sample letter and diary are available at www.argyll-bute.gov.uk/planning-and-environment/neighbourhood-noise-complaints.

4. If your neighbours are tenants, discuss the problem with their landlord (if they are private tenants you may need to find out who the landlord is by searching on www.landlordregistrationscotland.gov.uk). Most Conditions of Tenancy require that tenants do not cause nuisance to neighbours. Housing associations should also take action if a nuisance is being caused. You may wish to send them a copy of your noise diary.

Sample Noise Diary

Incident No	Date	Time	Nature of Noise	Duration
Example 1	19/10/99	2200	Noise from band - bass beat and guitar noise. Stopped me going to sleep.	1 hour ceased at 2300