

Safer Neighbourhoods

Spotlight on Noise Review

This year, we ran a workshop with Stockport Homes tenants for their thoughts and experiences around how we should handle complaints of noise nuisance, and whether certain noise reports would be considered anti-social behaviour (ASB).

YOU SAID

WE DID

YOU SAID

Customers felt that noise should not automatically be classed as ASB, depending on the time of day it occurs, its duration and frequency, intent and the harm caused.

Examples discussed included:

- Children playing
- Noise from appliances
- One off events (e.g., house parties)
- Doing DIY
- Noise from pets
- Noise from car repairs
- Poor sound insulation & household noise

Customers felt that noise dealt with under Good Neighbourhood Management could turn into ASB at some point.

Customers felt mediation was an important part of dealing with noise complaints

The word 'Resolution' should be included in the name of the new officer dealing with noise cases

WE DID

We separated noise out of the Antisocial Behaviour Policy (ASB) and included it within our new Good Neighbourhood Management (GNM) Policy.

With our new approach, we will record and assess the type of GNM issue being raised. This will be triaged as ASB or GNM and the relevant procedure will be used to address it.

A system has been included in the Good Neighbourhood Management Policy and ASB policy so that if noise becomes persistent and deliberate then this can be escalated.

A new mediation contract has been procured with a higher number of cases per year being purchased.

The role has been named 'Neighbourhoods Resolution Officer'.