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Welsh Government

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# Sound Advice on Noise



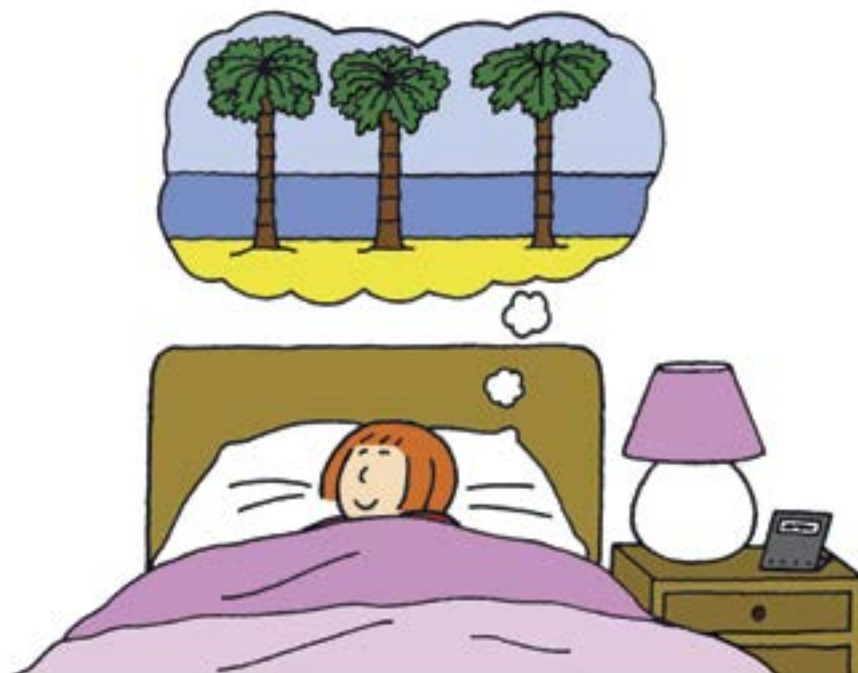
About this booklet: This booklet will help you if you are experiencing problems with noise or would like to know more about noise problems in general

# What you can do about noise

It is a fact of life that we all make noise. However, the level and frequency of noise that is acceptable to one person may not be to another. Excessive noise such as barking dogs and loud music can reduce our quality of life, and cause sleepless nights and stress. If you are currently experiencing a noise problem, this booklet will show you how to overcome it in the following ways:

- **Section 1** describes what noise is, and lists some of the ways in which we can all be more considerate to our neighbours in the noise that we make.
- **Section 2** explains what you can do about noise from neighbours, local commercial and industrial premises, and vehicles, including how to make a complaint and the range of options available to tackle the problem.
- **Section 3** describes other controls that exist to deal with different kinds of noise, including new noise controls introduced in 2014.
- **Section 4** explains how you can get involved in planning decisions to prevent noise problems, and the role of noise maps and action plans.
- **Section 5** contains a list of contacts that you might find helpful.

**Disclaimer:** This booklet briefly describes a range of legal processes, but should not be taken as advice on the precise application of the law.



# Section 1

## What is noise?

Noise is generally regarded as unwanted or harmful sound. The loudness of a sound is measured in decibels, but a sound's loudness is not the only thing that leads to people becoming annoyed. Unexpected sounds, or sounds that stand out from the background such as repetitive bass beats, barking dogs, and house or car alarms can be more annoying than other sounds of the same loudness.

The main direct effects of noise on people are sleep disturbance and annoyance.

**Here are some examples of typical sound levels...**

### 120 decibels

A nightclub, 1 metre in front of the loudspeaker

### 100 decibels

A pneumatic drill, 5 metres away

### 90 decibels

A heavy goods vehicle, heard from the pavement  
A powered lawnmower, close to the operator's ear

### 70 decibels

A vacuum cleaner, 3 metres away  
A telephone ringing, 2 metres away

### 60 decibels

Normal conversation

### 50 decibels

A boiling kettle, half a metre away

### 40 decibels

A refrigerator humming, 2 metres away

### 30 decibels

Normal night-time sounds

### 0 decibels

The threshold of hearing



# How to be considerate & keep the peace with your neighbours

## **Music and television**

If possible, keep your television and speakers well away from your neighbours' walls and raise them from the floor. Think about the volume, and consider using headphones.

## **Household chores**

Consider not mowing the lawn or starting the DIY at the crack of dawn, particularly at weekends. You may be an early riser, but others could be trying to get some rest. Avoid doing your vacuuming or putting the washing machine on when people are sleeping.

## **Laminate and hardwood flooring**

Only install a laminate or hard floor surface on a clear, level, prepared sub-floor and only ever with an underlay designed to reduce impact sound transmission. This extra layer helps to level the sub-floor, prevents the joints from cracking and helps to extend the life of the floor. Although underlay does not prevent all impact noise and is considerably less effective than carpets, its use will help to reduce the amount of impact sound passing through the floor.

## **Parties**

If you're planning a party, your neighbours are likely to be much more understanding if you warn them in advance – you might even consider inviting them. Either way, don't ruin their evening, and encourage your guests to be equally respectful.

## **Know your neighbours**

Try to be considerate of neighbours who work night shifts and have to sleep at unusual times of the day. They will not expect the same level of quiet when sleeping that you enjoy during the night, but the less often you wake them up with noise, the less tired they will be when they have to get up and go to work.

If your neighbours are elderly or in poor health, or have newborn babies that disrupt their normal sleep patterns, you may make a big difference to them by being a little quieter than you would otherwise.

## **Dogs**

Dogs may bark because they are lonely. Constant barking or whining can be disturbing to your neighbours. A well-trained, happy dog will not bark unnecessarily.

## Intruder alarms

Make sure that a keyholder can be contacted if your intruder alarm goes off while you are away from home. See that it is regularly maintained to ensure that it doesn't go off accidentally. Any person who is responsible for alarmed premises, whether domestic or business, should ensure that their local authority is informed of contact details for the main, and where possible, secondary keyholder. This is particularly important for alarms that do not cut out automatically after sounding for a 20-minute period. Contact your local authority for details of their alarm databases.

## Motorbikes

Motorbike noise has a character that makes it stand out from other traffic noise. Owners should not modify the silencer and exhaust systems on their bikes to make them noisier, as this is likely to cause annoyance and sleep disturbance for anyone within hearing, and may be illegal.

It is an offence under the *Road Vehicles (Construction and Use) Regulations 1986* for a vehicle to be used on a road in such manner as to cause any excessive noise which could have been avoided by the exercise of reasonable care on the part of the driver.

## Other vehicles

Consider the volume of your car stereo and make sure that your music isn't disturbing others, especially when you are parked or waiting for someone. Make sure that your car alarm works properly. Keep your vehicle well-maintained, drive smoothly and within the speed limit, turn your engine off when stationary and try not to rev the engine, slam the doors or use the horn except as a safety warning.

Just as with motorbikes, causing excessive noise from other types of motor vehicle may constitute an offence under the *Road Vehicles (Construction and Use) Regulations 1986*.





## Section 2

### What to do if you have a problem with noise?

You can't stand your neighbour's music playing at night, so what can you do? Don't suffer in silence. You should always consider, in the first instance, talking politely to your neighbour and raising the issue directly with them. You may find this difficult and confrontational, but often people are unaware that they are causing a problem. Your neighbour may be happy to reduce the noise that they are making. However, you should approach your neighbour carefully if you think that they might react negatively.

If you don't feel that you can talk directly with your neighbour, you might wish to consider putting a note through the door or even a letter in the post, politely worded, just to make them aware of the problem. That way you can remain anonymous whilst still bringing the problem to their attention. The problem may not always be one of inconsiderate behaviour. Similarly, if the noise is from a local business, try approaching them directly.

If the noise continues, you could start a noise diary, recording dates and times of the disturbance, and the effect that it has on you, such as not being able to sleep. You could write to your neighbour, using the information in your diary to support your case, and emphasise the seriousness of the problem.

#### **Mediation – reaching agreement**

If your neighbour does not reduce the noise that they are making, and the noise is persistent, you could consider mediation, where an independent third party will listen to the views of both sides and try to help them reach an agreement. Although it may sound stressful, mediation is increasingly popular and many people find that it resolves their dispute. Further advice on mediation may be available from your local authority.

It is usually better to resolve neighbour disputes informally. You should only complain to your local authority or turn to legal action when all other approaches have failed. It is more than likely that your relationship with your neighbour will worsen if you make a formal complaint against them.

#### **How do I complain?**

If the problem persists, and you do wish to complain formally, you should contact your local authority, usually the environmental health section. Local authorities are legally obliged to investigate complaints of noise coming from premises (land and buildings) and vehicles, machinery or equipment on roads or streets in their area.

Under the *Environmental Protection Act 1990*, local authorities have a duty to deal with any noise or vibration that they consider to be a "statutory nuisance". The Act also covers noise that is expected to occur or recur.

## What will the local authority do?

The local authority may send an environmental health officer to visit your home and determine whether a statutory nuisance exists. There isn't a specific measurement to define when noise becomes a statutory nuisance. The environmental health officer must decide if the law is being breached according to the specific, individual circumstances.

If the officer concludes that the noise is a statutory nuisance, they can take action immediately. If the noise is intermittent, the officer may ask you to keep a diary of the dates and times of the noise and/or call again to try to witness it.

## Serving an abatement notice

The local authority may try to solve the problem informally – by persuading the person making the noise to reduce or stop it so that it no longer causes a statutory nuisance. If this fails or is likely to fail and they are satisfied that the noise amounts to a statutory nuisance, they must serve an “abatement notice” on the person responsible for it. If that person cannot be found, then the notice must be served upon the owner or occupier of the premises. The notice may require the noise to be stopped completely, reduced, or limited to certain times of the day. A person on whom an abatement notice has been served can appeal against it to the magistrates' court, provided that they do so within 21 days.



## Failure to comply with an abatement notice

If a person fails to comply with an abatement notice without reasonable excuse, they have committed an offence. For offences relating to domestic premises and private vehicles, the magistrates' court may impose a maximum fine of £5,000. A further fine of up to £500 per day can also be imposed if the offence continues after conviction. When the statutory nuisance arises on industrial, trade or business premises, the maximum fine is £20,000. (Note: These penalties and fines are subject to revision from time to time.)

Local authorities are allowed, subject to certain conditions, to gain entry into premises in order to act on a statutory noise nuisance, the most common being intruder alarms. They can also gain access to or remove vehicles, machinery or noise-making equipment that is causing a statutory nuisance by creating too much noise and breaching an abatement notice.

## Other options open to the local authority

In cases where the local authority considers the serving of an abatement notice to be inappropriate or insufficient to address a noise problem, it may choose to exercise one of the other powers available to it in order to resolve the situation. Some of these options are discussed in Section 3 of this booklet.

### **What if the local authority takes no action?**

If the local authority takes no action, the *Environmental Protection Act 1990* enables you to complain directly to a magistrates' court. It is advisable to make your local authority aware that you intend to do this. You may be able to obtain guidance on the procedure from your local authority's environmental health section or from its website.

The magistrates' court will need to be persuaded that the noise problem amounts to a statutory nuisance, so it is important that you keep a noise diary. Record the dates, times, and duration of the offending noise, a description of its nature and the distress that it causes you in your home.



### **Give fair warning of your action**

Try to resolve the problem informally before contacting the magistrates' court. Write to the person responsible for the noise, saying that unless the noise is reduced within a given time, such as two weeks, you will complain to the court. If you know where the noise is coming from but you don't know who is causing it, then make contact with the owner or occupier of the premises.

Once you have decided to complain to the court, you must give a minimum of three days' notice in writing to the maker of the noise stating your intentions, and provide them with details of your complaint. Make sure that your letter is dated and keep a copy.

### **Working with the magistrates' court**

You may find it helpful to seek the advice of a solicitor or the Citizens Advice Bureau before beginning proceedings. It is possible that in some cases legal aid might be available, but you should be prepared for the possibility of having to pay the costs of taking the case to court yourself. These costs will include your costs, the costs for your solicitor if you have one, and those of any witnesses you may call in support of your case.

When you contact the court, explain your situation as clearly as possible. You may need to visit the court so that the procedure can be explained and you may be asked to present evidence of the problem. This will show the magistrates that you have an arguable case. You should also let the court know that you have notified your local authority's environmental health section of the problem.



The court will decide if a summons can be issued and may ask you to serve it (by post or hand) on the person responsible for the noise, stating the date and time for the court hearing. If you serve the notice, you should keep an accurate record and ensure that it is served in advance of the hearing date.

At the hearing, you will have to attend the court to give evidence. The person responsible for the noise may also come to court to defend him or herself, possibly making counter-accusations. You do not need to have a solicitor to represent you at the hearing, although it is allowed.

### **The outcome – win or lose**

If the court decides in your favour it will make an “abatement order” requiring the offender to abate and/or prohibit a recurrence of the noise, and specify the measures that they will have to take. The court may also impose a fine.

If the court finds that the statutory nuisance existed at the date of making the complaint, they must order the noise maker to pay you such amount as the court considers reasonably sufficient to compensate you for any expenses incurred by you in bringing the claim. These costs will be awarded regardless of whether the statutory nuisance still exists or an abatement order is made.

If the case is dismissed, you will normally incur your own costs in bringing the case to court and you may also be ordered to pay the costs of the other party.

### **What if the excessive noise persists?**

It is an offence for any person to ignore the requirements of an abatement order without reasonable excuse.

You should keep your noise diary up to date, in case the abatement order is ignored and it proves necessary to return to court. The procedure for starting another case will be the same as for the original proceedings.

You can take civil action for noise nuisance at common law by seeking an injunction to restrain the defendant from continuing the nuisance and/or by issuing a claim for damage or loss.

### **What to do if you are dissatisfied with the local authority’s handling of your complaint**

If you are unhappy about the way your local authority has handled your noise complaint, you can make a formal complaint against them. Most local authorities have a formal complaints procedure. Address the complaint to either the authority’s Chief Executive or its Monitoring Officer. Alternatively, contact your local councillor.

### **Public Services Ombudsman for Wales**

If you are not satisfied with your local authority’s response to your formal complaint regarding their service, you can complain to the Ombudsman. The Public Services Ombudsman for Wales is an independent office-holder who impartially investigates maladministration or service failure by a public body, such as when a local authority fails

to deal adequately with a complaint. The Ombudsman service is independent and free of charge. However, the Public Services Ombudsman cannot question a local authority's decision just because someone does not agree with it.

Before contacting the Ombudsman you must first have complained to your local authority. Any complaint to the Ombudsman must be made within 12 months of the date on which you made your complaint to the local authority. However, the local authority must have had a chance to respond to the complaint before the Public Services Ombudsman will investigate.

## Section 3

### Additional noise controls

These are additional controls that have been around for a number of years, which can help stop or reduce noise from particular sources.

#### **Byelaws**

Some local authorities have made byelaws to control particular types of noise. For example, byelaws have been approved for certain kinds of noise taking place in the street or on local authority property such as parks or recreation grounds. The types of noise covered by these byelaws may include singing, playing musical instruments, radios and stereos. Check with your local authority for details of any byelaws in force in your area.

#### **Loudspeakers in the street**

The *Control of Pollution Act 1974* bans the use of loudspeakers in the street between the hours of 9 pm and 8 am, unless the loudspeaker is used in an emergency or under other very specific circumstances. Using a loudspeaker for advertising, entertainment, trade or business is banned at any time unless the loudspeaker is being used to advertise a perishable commodity for human consumption, for example by ice-cream vans, between noon and 7 pm, or by a travelling showman on land which is being used for the purposes of a pleasure fair.

#### **Statutory codes of practice**

Statutory codes of practice give guidance on appropriate methods for minimising certain kinds of noise. They can cover issues such as noise from audible intruder alarms, ice-cream van chimes, model aircraft and construction sites. Information on the statutory codes of practice currently in force in Wales may be found on-line at [www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/codes-of-practice](http://www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/codes-of-practice)

Where criminal proceedings are brought for an alleged failure to comply with an abatement notice relating to noise on industrial, trade or business premises or street noise caused by a vehicle, machinery or equipment being used for industrial, trade or business purposes, the magistrates' court must have regard to these codes of practice in determining whether the "best practicable means" were used to prevent or counteract the effects of the noise. In such circumstances, if the noise maker can prove that they have used the best practicable means then they will have a defence to the proceedings.

## Noise from construction sites

To help minimise the noise pollution caused by necessary construction and demolition works, the local authority has the power to specify how the work must be done, the hours of site operations and the level of noise that may be emitted from the premises. Those planning to undertake such work should consult their local authority before proceeding and ask them to make their requirements known.

When a new road or railway is to be constructed close to your home, you may be eligible for a grant towards the cost of noise insulation measures.

The local authority must have regard to any relevant statutory code of practice when serving a notice imposing requirements as to the way works are to be carried out in relation to construction sites.

## Noise Act 1996

The *Noise Act 1996* introduces a night-time noise offence, and gives local authorities powers to take away noise-making equipment. The Act provides a standard against which to assess noise at night (between the hours of 11 pm and 7 am) from domestic and licensed premises. The night-time noise offence complements the statutory nuisance controls on noise covered in Section 2 of this booklet. It offers local authority officers the ability to use a procedure that is clear and unambiguous to quickly resolve night-time noise issues associated with dwellings and licensed premises. The penalty for a night-time noise offence is prosecution, although local authority officers may choose to offer the offender the option to pay a fixed penalty notice of £100 (and in some circumstances £500) instead.

## Complaining about noisy tenants

All landlords have the ability to take action against tenants who breach their tenancy agreements. This may include applying for injunctions that can reduce the neighbour nuisance while allowing people to keep their homes. Social landlords (local authorities and housing associations) can ask the courts to attach a power of arrest to such injunctions if there is violence or a threat of violence.

Eviction remains the most extreme method used by landlords against those who will not reform their behaviour and who continue to make their neighbours' lives a misery.



# Anti-social Behaviour, Crime and Policing Act 2014

Some new noise controls became available for use after 2014.

## **Civil injunction**

Where informal approaches to resolving anti-social behaviour in the form of noise have failed, the “civil injunction” can offer fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators, preventing the problem from escalating. Local authorities, social landlords, the police, Natural Resources Wales or NHS Protect (Wales) can apply for an injunction from the court, and if granted the court will issue one that requires the perpetrators to do / not to do certain things in order to address their anti-social behaviour. A breach is punishable as contempt of court, and adults may face up to two years in prison or an unlimited fine.

## **Community protection notice**

Where unreasonable behaviour in the form of noise that affects a community’s quality of life continues after the issuing of a warning to the perpetrator, then local authorities, the police and social landlords (if designated for this purpose by the local authority) may issue a “community protection notice” (CPN) which tells an individual or business what they must do to stop affecting the community’s quality of life. An example could be where an individual is playing loud music in a park. If the officer has asked the individual to stop the music and they have refused to do so, this could be considered continuing in nature and a CPN could be issued. Breach of a CPN is a criminal offence, punishable by sanctions such as a fixed penalty notice, a fine on conviction, paying for remedial work or forfeiture of items.

Issuing a CPN does not discharge the local authority from its duty to serve an abatement notice where behaviour constitutes a statutory nuisance. CPNs can only be issued for behaviours that are persistent or continuing and unreasonable, so in most cases social landlords or the police will have sufficient time to contact the local authority’s environmental health section in advance of issuing a CPN if they believe that the behaviour could qualify as a statutory nuisance. If it does, they may wish to consider whether issuing a CPN is necessary. If they do decide to issue a CPN in parallel, they should work with the local authority to ensure that any restrictions or requirements complement those that may be included in any future abatement notice.

## **Public spaces protection order**

Public spaces protection orders (PSPOs) are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community’s quality of life, by imposing conditions on the use of that area that apply to everyone. They are designed to ensure that the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour.

A local authority can issue a PSPO after consultation with the police and other relevant bodies. If the police or the local authority witnesses behaviour that breaches the conditions of a PSPO for the area where it is occurring, and the perpetrator fails to



comply with a request to leave the area or take whatever other action is needed to bring them into compliance, then they commit an offence and may be subject to sanctions such as a fixed penalty notice or a fine on conviction.

### **Absolute ground for possession**

The purpose of the new absolute ground for possession is to speed up the process of evicting tenants in cases where anti-social behaviour or criminality has already been proven by another court, for example following conviction for breach of a noise abatement notice. As the landlord will no longer need to prove that it is reasonable to grant possession, the court will be more likely to determine cases in a single, short hearing. This will strike a better balance between the rights of victims and perpetrators, and provide swifter relief for victims, witnesses and the community. The new absolute ground is intended only for the most serious cases of anti-social behaviour and landlords should ensure that the ground is used selectively.

### **Further reading**

*Reform of anti-social behaviour powers – Statutory guidance for frontline professionals*  
[www.gov.uk/government/publications/anti-social-behaviour-crime-and-policing-bill-anti-social-behaviour](http://www.gov.uk/government/publications/anti-social-behaviour-crime-and-policing-bill-anti-social-behaviour)



## Section 4

### Planning to avoid noise problems

The land use planning system can help to prevent potential noise problems. For example, noisy industrial developments can be sited away from schools and hospitals, and new housing developments can be designed in such a way as to protect their future occupants from the noise generated by existing transport routes. Conditions can also be placed on planning permissions to control noise from pubs, clubs and restaurants by restricting their opening hours.

Local authorities prepare development plans for their area, and noise should be taken into account as part of these plans.

Applications for planning permission are made to local planning authorities. Noise is often a consideration in determining planning applications.

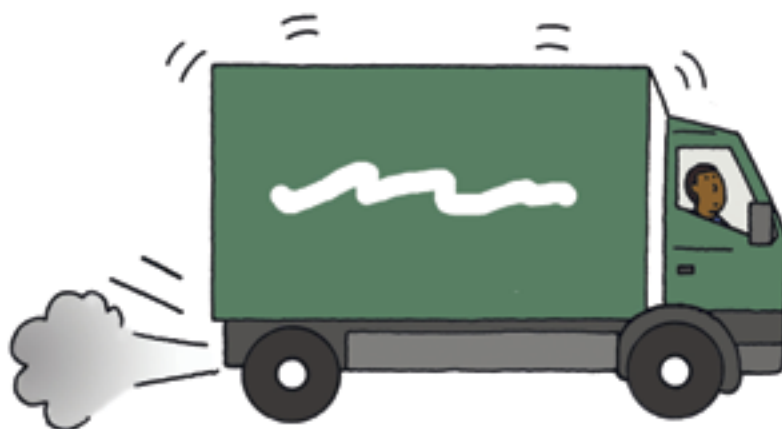
If you are concerned about the noise implications of a proposed development or if you require further information about a local development plan or a particular planning application, you should contact the local planning officer for your area.

Highway authorities are required to publish details of proposed new roads and the public has a right to object on any grounds, including noise. The Welsh Government is responsible for the development of motorways and trunk roads only. Your local authority is the contact for all other roads. Objections should be sent to the relevant highway authority during the objection period, explaining your reason for objecting. In some cases there will be a public inquiry, and if you have objected you will be notified of this in advance.

#### Further reading

*Planning Policy Wales – Chapter 13*

[www.wales.gov.uk/topics/planning/policy/ppw](http://www.wales.gov.uk/topics/planning/policy/ppw)



## Noise maps and action plans

The Environmental Noise Directive requires governments to produce noise maps and action plans for their busiest roads, railways and airports and for their largest towns and cities, and review them at least once every five years. The latest noise maps for major roads and railways and large towns and cities in Wales have been published and may be viewed at <http://data.wales.gov.uk/apps/noise>

*A noise action plan for Wales 2013-2018*, published by the Welsh Government in December 2013, includes commitments to focus attention on those who experience the highest noise levels (people who live in “priority areas”), protect and enhance tranquil urban green spaces (including designated “quiet areas”), and review and update noise guidance where necessary to ensure that regulators have the tools they need to do their job.

Maps showing designated quiet areas may be downloaded from [www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/environmentalnoise/noisemonitoringmapping/1stoundquietareas](http://www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/environmentalnoise/noisemonitoringmapping/1stoundquietareas)

### Road traffic and railway noise

Priority areas for road traffic and railway noise have been identified from the 2012 noise maps and information provided by trunk road agents, local authorities and people who responded to the noise action plan consultation in 2013. You can see the locations of the confirmed priority areas on the Welsh Government website at [www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/environmentalnoise/noisemonitoringmapping/priority-areas](http://www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/environmentalnoise/noisemonitoringmapping/priority-areas)

The priority areas on the motorway and trunk road network have been ranked in order of priority, based, among other things, on the loudness of the noise and whether complaints have been received. They will be gradually addressed in that order over the coming years, depending on budgets being available for such work. Some may be addressed sooner if roads are being resurfaced for other reasons than noise. Not all the priority areas will be addressed during the five years of the current action plan. Complaints received by the Welsh Government will be logged and used to inform prioritisation under future action plans.

Priority areas on local authority roads should be taken into account by local authorities when planning and carrying out their related duties such as air quality action planning, road maintenance, road safety programmes, land use and transport planning, and tree planting and maintenance.

The noisiest railways in Wales are all due to be electrified in the coming years, which should make them quieter than they are now. Any concerns about railway noise should be directed to Network Rail and the train operating companies.

### Further reading

*A noise action plan for Wales 2013-2018*  
[www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/environmentalnoise/noisemonitoringmapping/noise-action-plan](http://www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance/environmentalnoise/noisemonitoringmapping/noise-action-plan)

## Section 5

### Who should I contact?

#### Your local authority

You can contact your local authority's environmental health section to make a complaint about nuisance noise or anti-social behaviour from nearly all types of premises.

Your local authority's transport section is responsible for noise from non-trunk roads, and its planning section is responsible for drawing up the area's local development plan and making most land use planning decisions.

Your local authority is also responsible for enforcing health and safety, including protecting the hearing of workers, in non-government offices, shops, hotels, restaurants, leisure premises, nurseries and playgroups, pubs and clubs, privately owned museums, places of worship, sheltered accommodation and care homes.

[www.wales.gov.uk/topics/localgovernment/local-authorities](http://www.wales.gov.uk/topics/localgovernment/local-authorities)

#### Civil Aviation Authority

The Civil Aviation Authority's Directorate of Airspace Policy provides a focal point for receiving and responding to aviation-related environmental enquiries, including aircraft noise complaints.

[www.caa.co.uk/default.aspx?catid=810&pagetype=90](http://www.caa.co.uk/default.aspx?catid=810&pagetype=90)

You can also make noise complaints directly to individual airports. For example, Cardiff Airport's environmental enquiries team may be contacted either by e-mailing [environment@cwl.aero](mailto:environment@cwl.aero) or by phoning them on 01446 729368.

#### Health and Safety Executive

The HSE is responsible for enforcing health and safety, including protecting the hearing of workers, at workplaces such as factories, farms, building sites, nuclear installations, mines, schools and colleges, fairgrounds, gas, electricity and water systems, hospitals and nursing homes, central and local government premises, and offshore installations.

[www.hse.gov.uk/contact/raising-your-concern.htm](http://www.hse.gov.uk/contact/raising-your-concern.htm)

E-mail: [concerns@hse.gsi.gov.uk](mailto:concerns@hse.gsi.gov.uk)

Concerns team: 0300 0031647

#### Ministry of Defence

You can contact the MOD to make a complaint about low flying military aircraft.

[www.gov.uk/low-flying-in-your-area/complaints](http://www.gov.uk/low-flying-in-your-area/complaints)

E-mail: [cas-lowflying@mod.uk](mailto:cas-lowflying@mod.uk)

Military aircraft complaints: 0845 6007580

## Natural Resources Wales

You can contact NRW to complain about noise from a major industrial site such as a power station, steelworks, landfill site or waste transfer station. The operation of such a site is controlled through an “environmental permit” which can limit the amount of pollution, including noise, that it is allowed to emit to the environment. If a site breaches the conditions of its permit, NRW (or, in the case of a smaller industrial installation, the local authority) may take enforcement action. The permit should prevent the site from causing a statutory nuisance. If it does not, you can ask your local authority to take action.

[www.naturalresourceswales.gov.uk/report-it/information-on-report-it](http://www.naturalresourceswales.gov.uk/report-it/information-on-report-it)

E-mail: [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

Incident hotline: 0800 807060

## Network Rail

Network Rail is the infrastructure owner and operator of the national rail network. A number of individual passenger and freight train operating companies provide the services. Noise issues may be the responsibility of one individual organisation or the joint responsibility of a number of these parties. Network Rail’s responsibilities include line-side maintenance, track quality, infrastructure renewal and maintenance, engineering work, speed restrictions and property issues.

Network’s Rail website informs members of the public of how railway noise issues are being addressed and how to make a complaint, either to Network Rail itself on its 24-hour helpline, if it relates to the condition of the track, or else to one of the train operating companies.

[www.networkrail.co.uk/asp/1030.aspx](http://www.networkrail.co.uk/asp/1030.aspx)

Helpline: 0845 7114141

## Welsh Government (for motorway and trunk road noise)

The Welsh Government is responsible for noise issues arising from the motorway and trunk road network. You can address a complaint about the noise from these roads to our Network Management Division or write directly to the Transport Minister. The information that you provide will be taken into account in future rounds of noise action planning for major roads in Wales.

Network Management Division

Transport

Welsh Government

Cathays Park

Cardiff

CF10 3NQ

[www.wales.gov.uk/contact\\_us](http://www.wales.gov.uk/contact_us)

E-mail: [customerhelp@wales.gsi.gov.uk](mailto:customerhelp@wales.gsi.gov.uk)

Phone (English): 0300 0603300

Phone (Welsh): 0300 0604400



## Other useful contacts

### Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

Telephone: 0300 7900203

### Welsh Government (for non-case-specific noise information)

[www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance](http://www.wales.gov.uk/topics/environmentcountryside/epq/noiseandnuisance)

E-mail (neighbourhood noise): [leq@wales.gsi.gov.uk](mailto:leq@wales.gsi.gov.uk)

E-mail (environmental noise): [environmentalnoise@wales.gsi.gov.uk](mailto:environmentalnoise@wales.gsi.gov.uk)

### Action on Hearing Loss

[www.actiononhearingloss.org.uk/about-us/wales.aspx](http://www.actiononhearingloss.org.uk/about-us/wales.aspx)

E-mail: [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

Information line: 0808 8080123

### British Tinnitus Association

[www.tinnitus.org.uk](http://www.tinnitus.org.uk)

E-mail: [info@tinnitus.org.uk](mailto:info@tinnitus.org.uk)

Helpline: 0800 0180527

### Chartered Institute of Environmental Health Cymru-Wales

[www.cieh-cymruwales.org](http://www.cieh-cymruwales.org)

### Citizens Advice

[www.citizensadvice.org.uk/index/getadvice.htm](http://www.citizensadvice.org.uk/index/getadvice.htm)

Advice line: 0344 4772020

### Environmental Protection UK

[www.environmental-protection.org.uk](http://www.environmental-protection.org.uk)

### Institute of Acoustics

[www.ioa.org.uk](http://www.ioa.org.uk)

E-mail: [ioa@ioa.org.uk](mailto:ioa@ioa.org.uk)

Telephone: 0172 7848195

### Noise Abatement Society

[www.noiseabatementociety.com](http://www.noiseabatementociety.com)

E-mail: [info@noise-abatement.org](mailto:info@noise-abatement.org)

Helpline: 0127 3823850

### UK Noise Association

[www.ukna.org.uk](http://www.ukna.org.uk)

E-mail: [info@ukna.org.uk](mailto:info@ukna.org.uk)