

Bothered by Noise?

The City Council has a new city wide Night Time Noise Service. People told us that noise nuisance seriously affects their quality of life. We listened, and at the beginning of 2009 started a trial service over the weekends. This proved very successful in helping deal with antisocial noise that impacts on people's lives.

Our Noise Team has so far received over 1000 calls for help. We have witnessed 190 serious noise problems and taken action to reduce the noise on the night: we have quietened down 76 parties; six faulty burglar alarms have been silenced; 46 legal notices have been served; three people have had their noise making equipment seized and two people are being prosecuted for noise nuisance offences. Before calling us, it is a good idea to discuss the problem with the person causing the noise first, as this may be a quicker and easier way of solving the problem.

We are committed, along with our partners, to tackle anti social behaviour. Police staff are part of the team most nights and the service can be contacted using the **101** number at the following times:

Weekends:

Friday night through Saturday morning - 7pm to 3am
Saturday night through Sunday morning - 7pm to 3am
Sunday night through Monday morning - 7pm to 2am

Weekdays:

Monday to Thursdays - 7pm to 2am

If you want to report a noise that is happening during the day time, please contact the Council's call centre on 0114 203 7410 or 203 7411. Council tenants should contact Sheffield Homes - ring 205 3333 if you live in the south of the city or 293 0000 if you live in the north of the city.



To report
Night Time Noise
telephone **101**



South Yorkshire

POLICE



Sheffield where everyone matters

What Noises Can We Deal With?

We can only deal with excessive or unreasonable disturbance that comes from:

- Loud people and loud parties • House and car alarms • Loud music •
- Industrial and commercial noise •
- Noisy animals such as barking dogs • Noise from pubs, bars and clubs •

We can't deal with:

Rowdy behaviour of people in the street. This is dealt with by the Police. Ring **101** for help.
Transport noise from road, rail and aircraft. See our "Noise" web pages for more help.

How Will We Respond To Your Call?

We will deal with calls on a first come, first served basis. But we do receive lots of calls at the same time. Each call can result in the need for a visit so we use the guidelines below to make decisions on the priority of calls, which ones to visit and when.

Priority One

Noise nuisance affecting a large number of people, for instance alarms, very loud parties, noisy air conditioning etc.

Priority Two

Random and irregular noise lasting longer than 30 minutes. (These noises could be considered higher priority if there were many people complaining or if the complainant is elderly or needs extra help).

Priority Three

Road works and noisy building works outside of allowed hours.

Calls can be considered 'Priority One' if a legal notice has already been served on the people causing the noise; if they have been previously prosecuted for a similar offence; or the Duty Manager has requested a visit be made as a part of an ongoing investigation.

Follow up action by the team to deal with the nuisance could include a visit to the source of the noise, service of legal notice, and even seizure of the noise making equipment. Certain types of complaints are better dealt with during a normal working day. For example, random and irregular noise which the team is unlikely to witness, such as banging or slamming doors and sound insulation problems, that last less than 30 minutes. In these cases the team are unlikely to visit but will gather as much information as possible to help them on the next working day.

We will take all reasonable steps to deal with your noise problem. In some cases it may mean that we cannot stop a noise, and that we can only take the best enforcement action during the following days, due to health and safety issues.

Our web site www.sheffield.gov.uk has more details about the service, see 'Night Time Noise'. If you require more information about the service please contact us on 0114 273 4651.

Sheffield City Council
Environmental Protection Service
2-10 Carbrook Hall Road, S9 2DB
epsadmin@sheffield.gov.uk



BOTHERED BY NIGHTTIME NOISE? PHONE 101

Daytime Noise Contact Numbers:

Sheffield City Council Call Centre: 0114 2037410 or 0114 2037411
Sheffield Homes (for tenants in south of city): 0114 2053333
Sheffield Homes (for tenants in north of city): 0114 2930000