



Housing Management | Noise Nuisance

---

# How To Report And Respond To Issues Of Noise Nuisance



---

## What is Noise Nuisance?

Noise nuisance is unreasonable or excessive noise that interferes with your peace, comfort, or health in your home.

You should make St Leger Homes aware of noise that is disturbing you in your home and how it is affecting you. For example, if the noise is disturbing your sleep or having an impact on your health.

Noise can affect people's quality of life, cause physical and emotional stress, and affect performance at work or school.

## Examples of Noise Nuisance

Noise nuisance may include, but is not limited to:

- Loud music or TV, especially late at night
- Frequent shouting or arguing
- DIY or construction noise at unsociable hours
- Barking dogs or noisy pets
- Slamming doors or banging
- Parties or gatherings that go on late

## What is not considered Noise Nuisance?

Normal, everyday noise heard from neighbours such as:

- Walking around in the property, especially if it is a flat
- Closing of windows, doors and cupboards
- Talking within the property
- Flushing toilets
- Household chores such as vacuuming and using the washing machine at a reasonable time
- Mowing the lawn at a reasonable time
- Children playing
- One-off events such as birthday parties or barbeques.

---

# What Can I Do?

## Talk to Your Neighbour

They may not realise they're causing a problem. Stay calm and polite and try to resolve it informally.

## Keep a Noise Diary

Record dates, times, type of noise, and how it affects you. This helps build evidence if the issue continues.

## Report It to St Leger Homes

- Contact your Housing Officer - [St.Leger Homes](#) | [St.Leger Homes](#) | [Our Housing Officers](#)
- Contact our Customer Service Team on 01302 862862
- Use our contact us form here - [St.Leger Homes](#) | [St.Leger Homes](#) | [Contact us](#).

Provide your noise diary and any recordings (if safe and legal to do so).

We will investigate any reports you make and take the necessary action to resolve the issue.

## Contact City of Doncaster Council

City of Doncaster Council have an Environmental Health team that deal with statutory noise nuisance. They may investigate and issue warnings or noise abatement notices.

Email: [nuisance.team@doncaster.gov.uk](mailto:nuisance.team@doncaster.gov.uk)

Telephone: 01302 737573

Address: Enforcement Team, Civic Office, Waterdale, Doncaster DN1 3BU.

## Out Of Hours

If you experience noise nuisance outside of normal working hours, the City of Doncaster Council operates the Neighbourhood Response Team. They can be contacted by:

- Telephone – 01302 737573
- Email – [nuisance.team@doncaster.gov.uk](mailto:nuisance.team@doncaster.gov.uk)

---

## **Call the Police (if necessary)**

For noise linked to criminal behaviour (e.g. threats, violence, drug use), call 101 or 999 in emergencies.

## **If You're Accused of Causing Noise**

If you receive a report about your noise from a neighbour, please treat it seriously. If they approach you directly, please be prepared to discuss the problem with them reasonably and politely. Try to listen to their concerns and discuss ways to resolve the problem. If you have points you wish to make, please be calm and polite.

There isn't a particular time of day or night up to which you can make as much noise as you want. You must think about how the noise will affect other people, no matter what time it takes place.

If St Leger Homes contact you to discuss a report of noise nuisance, please work with us to ensure there is no further cause for reports are made.