Noise nuisance log sheets

We can investigate complaints about noise that could be a 'statutory nuisance' under the Environmental Protection Act 1990.

The problem would have to be persistent and regular. A one-off incident would not normally be a statutory nuisance.

For the issue to count as a statutory nuisance it must do one of the following:

* unreasonably and substantially interfere with the use or enjoyment of a home or other premises.
* injure health or be likely to injure health.

**What do I need to do?**

For a complaint to be investigated by us, it needs to be supported by written evidence.

If you would like to make a formal noise complaint you will need to complete and return the 14-day log sheet to us by email or post.

**What happens next?**

Once we receive the completed log sheets the information will be assessed to see if an investigation is necessary. The case officer will look at the frequency, duration, and overall impact the problem is having on you.

It is therefore important that the information you submit is as accurate as it can be.

We cannot investigate a complaint if you are not willing to personally support this evidence. This form may be used as an exhibit appended to a section 9 witness statement.

**Log sheet**

**Your details**

|  |  |  |  |
| --- | --- | --- | --- |
| Full name: |  | Once Complete Please return to the Community Wellbeing Team | |
| Address: | By Post | Gloucester City Council,  Community Wellbeing Team,  PO Box 2017,  Pershore,  WR10 9BJ​ |
| Phone number: |  | |
| Email address: | email | community.wellbeing@gloucester.gov.uk |

**Where is the noise coming from?**

|  |
| --- |
| Address or location details: |

**Have you spoken to the person responsible?**

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| If yes, what was their response?  If no, please tell us why. |

**Declaration**

I confirm that this is true and accurate record and that I am willing to attend at the magistrates’ court to personally give evidence.

|  |
| --- |
| \*Signature: |
| Full name (use capital letters): |
| Date: |

\*If you are unable to download and print this log to provide a handwritten signature, please type your name into the signature box.

**How we use your information**

Your information may be shared internally and with external partners who provide services on our behalf. We may share your information with other organisations where we need to verify the information provided by you or where allowed by law and for the purposes of prevention and detection of crime and/or fraud. We may contact you using the details you have provided. For further information about how we use your information and how long we keep it for, please view the [privacy information](https://www.gloucester.gov.uk/media/2514/statutory-nuisance-investigations.pdf) on our website.

**How to complete the log**

You’ll need to complete the log sheet for a 14-day period. You can start the log on any day.

Add a new entry to the log every time you are disturbed by a noise nuisance over the next 14 days.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date | Time started | Time finished | Source of noise i.e., noise from TV and which room) | Describe how you were disturbed | Intensity score 1-10 (10 being unbearable) |
| Example  07/06/2021 | Example  10.15pm | Example  11.30pm | Example  Loud music,  or Loud TV | Example  I can hear the bass line of the music with the windows shut, preventing sleep | Example  6 |
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| Date | Time started | Time finished | Source of noise i.e.: noise from TV and which room) | Describe how you were disturbed | Intensity score 1-10 (10 being unbearable) |
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| Office use: | Date received |  |
| Case number |  |
| Case officer |  |