

Investigation into noise complaints

Landlord survey

1. Landlord

2. Do you have a separate or specific policy that covers noise?

Please email copies of any policy(ies) that cover noise to Insight@housing-ombudsman.org.uk. It may be a separate 'noise' policy, part of the ASB policy, or you may have a policy covering soundproofing or environmental noise from contractors or traffic.

- Yes
- No

3. Were residents involved in designing these policies?

- Yes
- No

4. Do you use learning from complaints to develop your approach?

- Yes
- No

5. Are all reports relating to noise handled using ASB policies?

- Yes
- No

6. If no, please estimate what percentage you believe are?

- 0 - 20%
- 21 - 40%
- 41 - 60%
- 61 - 80%
- 81 - 100%

7. And how are these reports handled?

- Enter your answer

8. Do you know or can you estimate what percentage of noise reports concern ASB, and what percentage are non-ASB (e.g. normal household noise, poor soundproofing, industrial or environmental noise)?

- Yes
- No

9. If yes, what percentage of noise reports are non-ASB (e.g. normal household noise, poor soundproofing, industrial or environmental noise)

- 0 - 20%
- 21 - 40%

- 41 - 60%
- 61 - 80%
- 81 - 100%

10. Which are the most common non-ASB noise reports?

- Enter your answer

11. Do you have a local presence on your estates? (i.e. Housing Officers, Patch Officers, Neighbourhood Officers etc)

- Yes
- No

12. Do you advertise the community trigger process to residents?

- Yes
- No

13. Have any of your residents ever initiated the community trigger process in relation to noise?

- Yes
- No
- Don't know

14. Do you still speak to your partners (i.e. local authority, police, social services etc) when it's not ASB?

- Yes
- No

15. Do you use noise monitoring equipment?

- Yes
- No

16. If yes, how often?

- Every case
- Most cases
- Some cases
- Rarely

17. Do you have access to your own noise monitoring equipment?

- Yes
- No

18. If no, do you direct residents to contact environmental health teams for this?

- Yes
- No

19. If yes, does this cause any difficulties?

- Enter your answer

20. What are the pros of using noise monitoring equipment?

- Enter your answer

21. What are the cons of using noise monitoring equipment?

- Enter your answer

22. Do you use diary sheets for noise reports?

- Yes
- No

23. If yes, how often?

- Every case
- Most cases
- Some cases
- Rarely

24. What are the pros of using diary sheets?

- Enter your answer

25. What are the cons of using diary sheets?

- Enter your answer

26. Do you and your residents use a noise app (mobile phone app)?

- Yes
- No

27. If yes, how often?

- Every case
- Most cases
- Some cases
- Rarely

28. What are the pros of using a noise app?

- Enter your answer

29. What are the cons of using a noise app?

- Enter your answer

30. Do you use mediation in ASB noise cases?

- Yes
- No

31. If yes, how often?

- Every case
- Most cases
- Some cases
- Rarely

32. What are the pros of mediation?

- Enter your answer

33. What are the cons of mediation?

- Enter your answer

34. Do you use any other tools to tackle noise?

- Yes
- No

35. What other tools do you use?

Enter your answer

36. We are conducting some case sampling as part of this thematic investigation. Do you have a case you would like to share? This could be one you think you have handled well or that you think could have been handled better. If yes, please send the case details to insight@housing-ombudsman.org.uk.

- Yes
- No

37. Do you have any other comments or observations that you would like to highlight?