

## **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](mailto: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](mailto:insight@housing-ombudsman.org.uk).**

- Yes
- No

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