

Investigation into noise complaints

Resident survey

1. Who is your landlord?

Enter your answer

2. What type of property do you live in?

- Detached house
- Semi-detached house
- Terraced house
- Maisonette
- Low-rise flat (Four stories or less)
- High rise flat (Above four stories)

3. How old is your property? If you are unsure, an estimate is fine.

- Pre-war
- 1945 - 1960
- 1960 - 1980
- 1980 - 2000
- 2000 - 2020
- 2020 onwards
- Don't know

4. Is your property...

- A purpose built house
- A purpose built flat
- A house converted into flats
- A commercial or other type of building converted to housing

5. Does your landlord have a local presence on your estate (i.e. housing officers, patch officers, neighbourhood officers, community office etc)

- Yes
- No
- Don't know

6. Have you previously reported noise to your landlord?

- Yes
- No

7. What type of noise have you reported?

- Household noise (i.e. children playing/running, tv, walking around, washing machines, doors closing in other properties etc)
- Building noises (i.e. being able to hear the lift or door buzzer from your property, people within the communal areas)
- Contractors working within the building

- External noise (i.e. road noise, children playing outside etc)
- Contractors working outside the building (i.e. roadworks, building work)
- Other

8. Did your landlord keep you updated throughout the case?

- Yes
- No

9. Did your landlord ask you to complete diary sheets?

- Yes
- No

10. How easy did you find using the diary sheets?

11. Did your landlord ask you to use a Noise App?

- Yes
- No

12. How easy did you find using the Noise App?

13. Did your landlord install noise monitoring equipment?

- Yes
- No

14. How easy did you find using the noise monitoring equipment?

15. Did you, or your landlord contact the environmental health team at the local authority?

- Yes
- No
- Don't know

16. If your noise report related to a neighbour, did your landlord offer mediation services? If your noise report was not about a neighbour, please select 'N/A'

- Yes
- No
- N/A

17. Did you take part in mediation?

- Yes
- No

18. How useful did you find mediation?

19. Are you aware of the community trigger (also known as the ASB case review) process?

- Yes
- No

20. Have you ever used the community trigger/ASB case review process in relation to your reports of noise?

- Yes
- No

21. Were you satisfied with your landlord's response to your report(s) of noise?

- Yes
- No

22. Did you make a complaint about your landlord's handling of your noise report?

- Yes
- No

23. Once the landlord had made its decision about your complaint, did you bring your complaint to the Housing Ombudsman Service?

- Yes
- No

24. If you know your Housing Ombudsman complaint reference number, please enter it below.