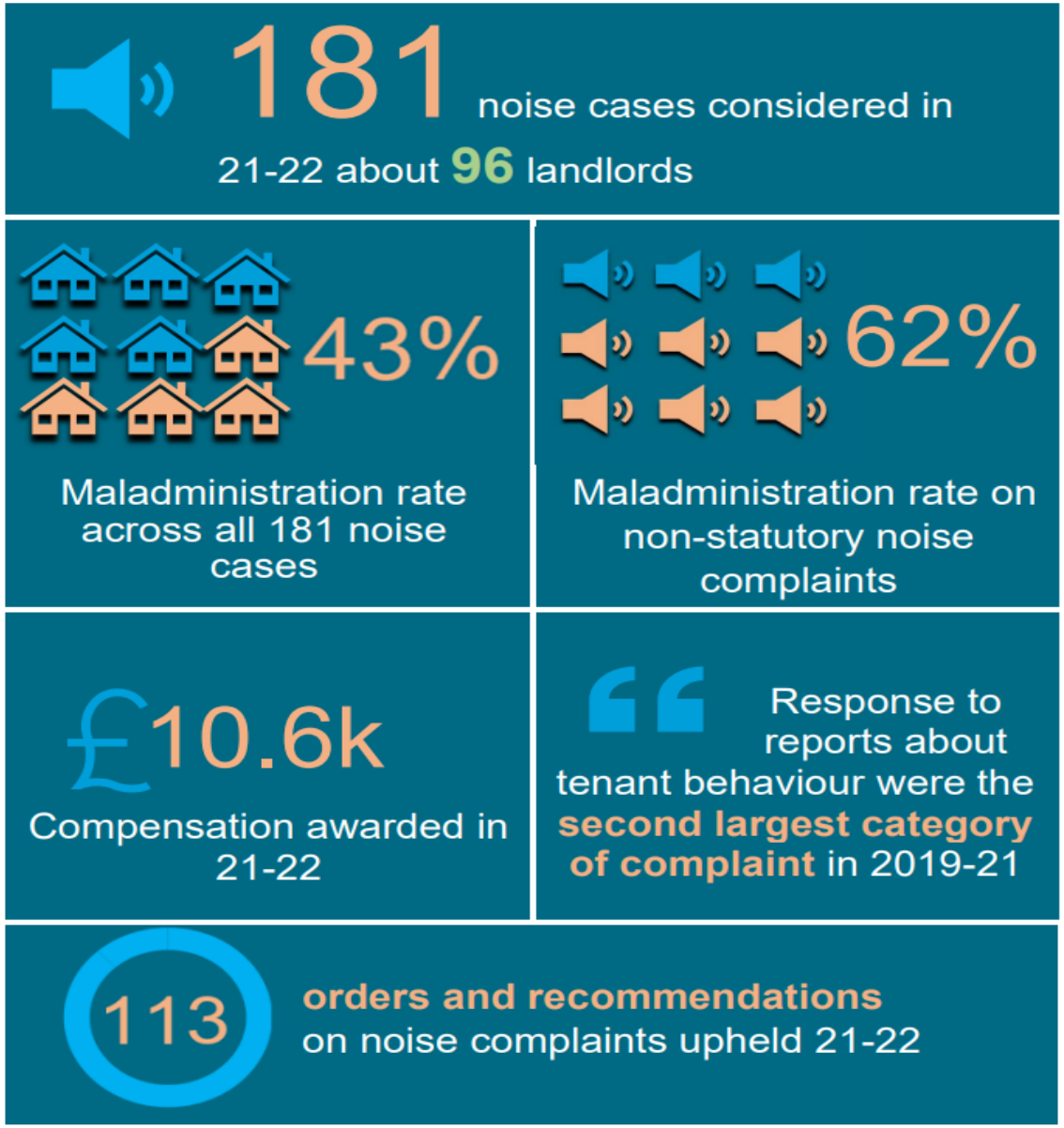
Housing Ombudsman Service

Special Report:

Noise – Time to be

Our complaints data



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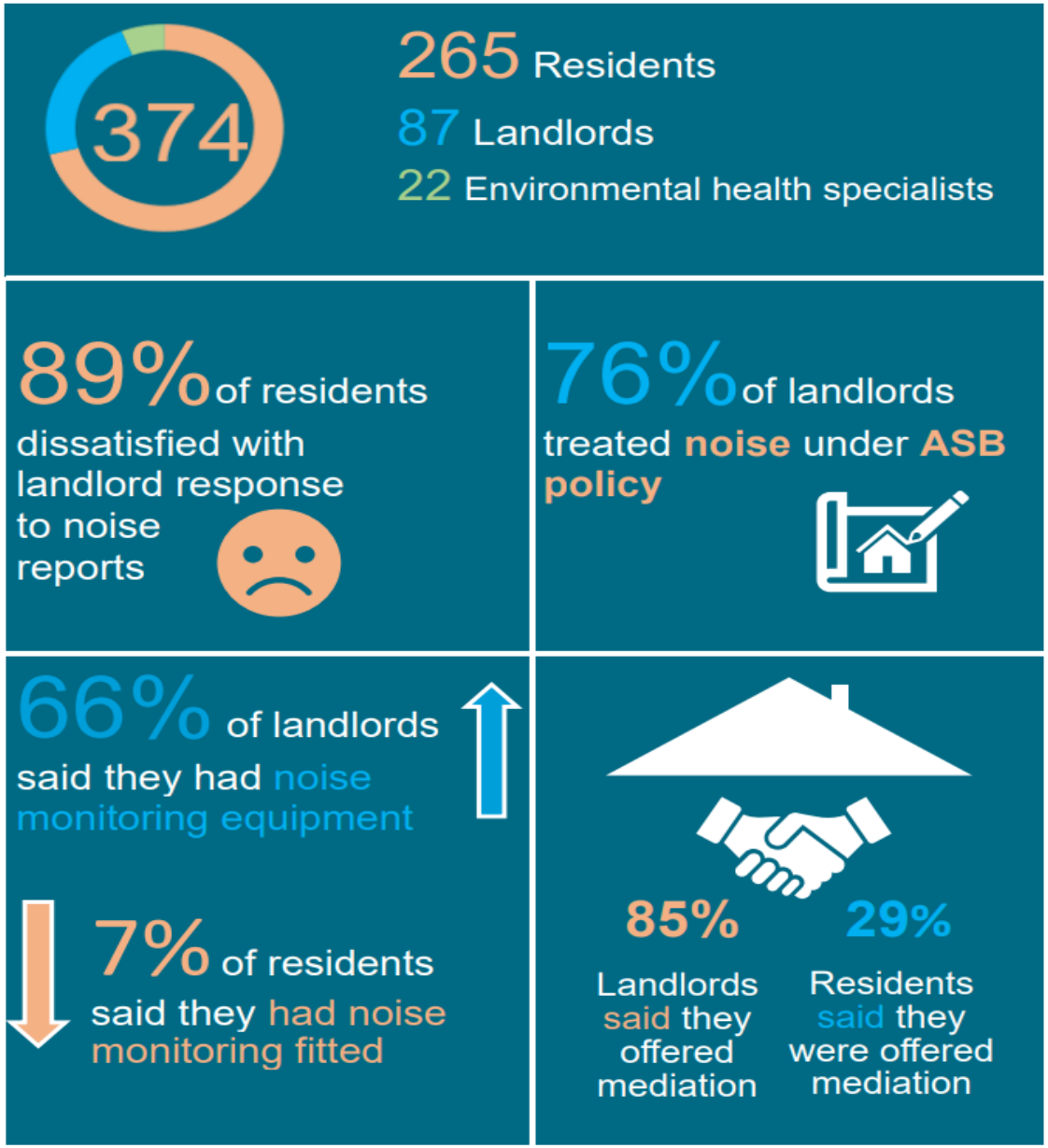
Our call for evidence



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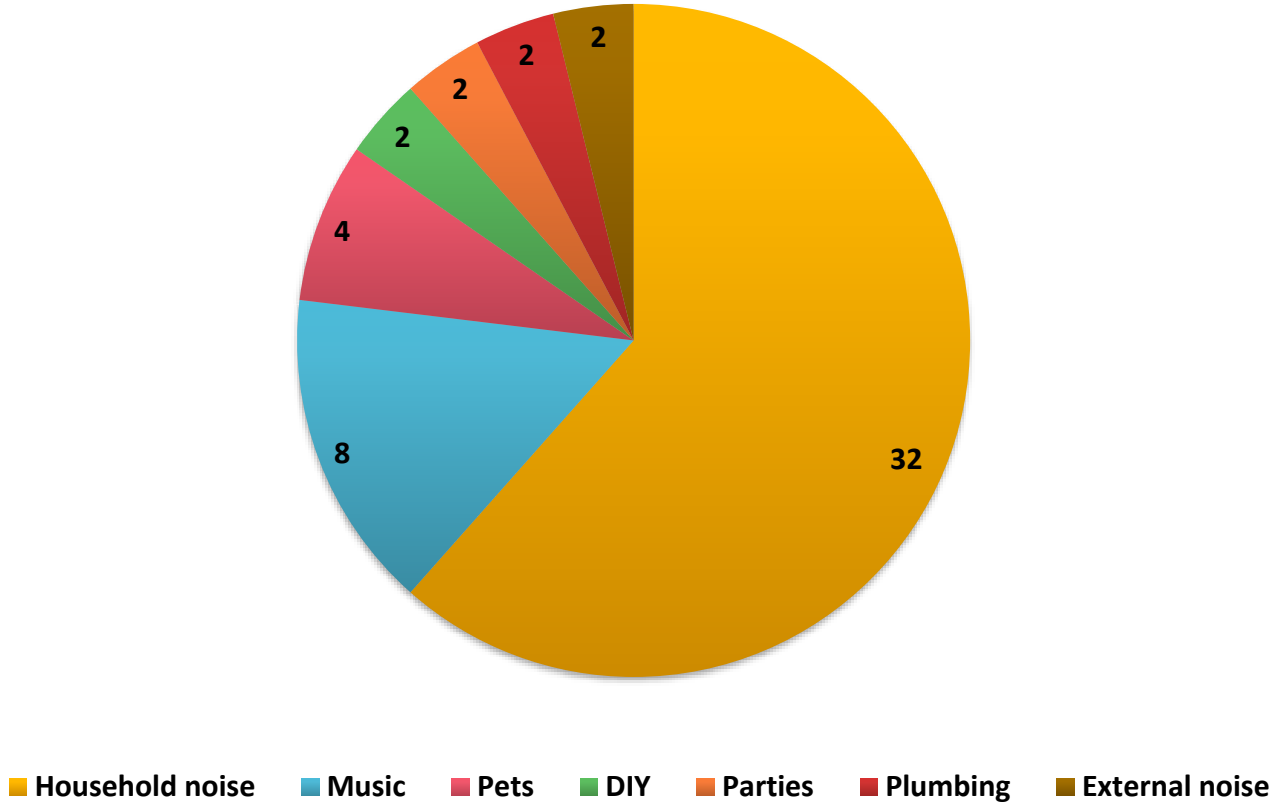
Types of household noise complained about



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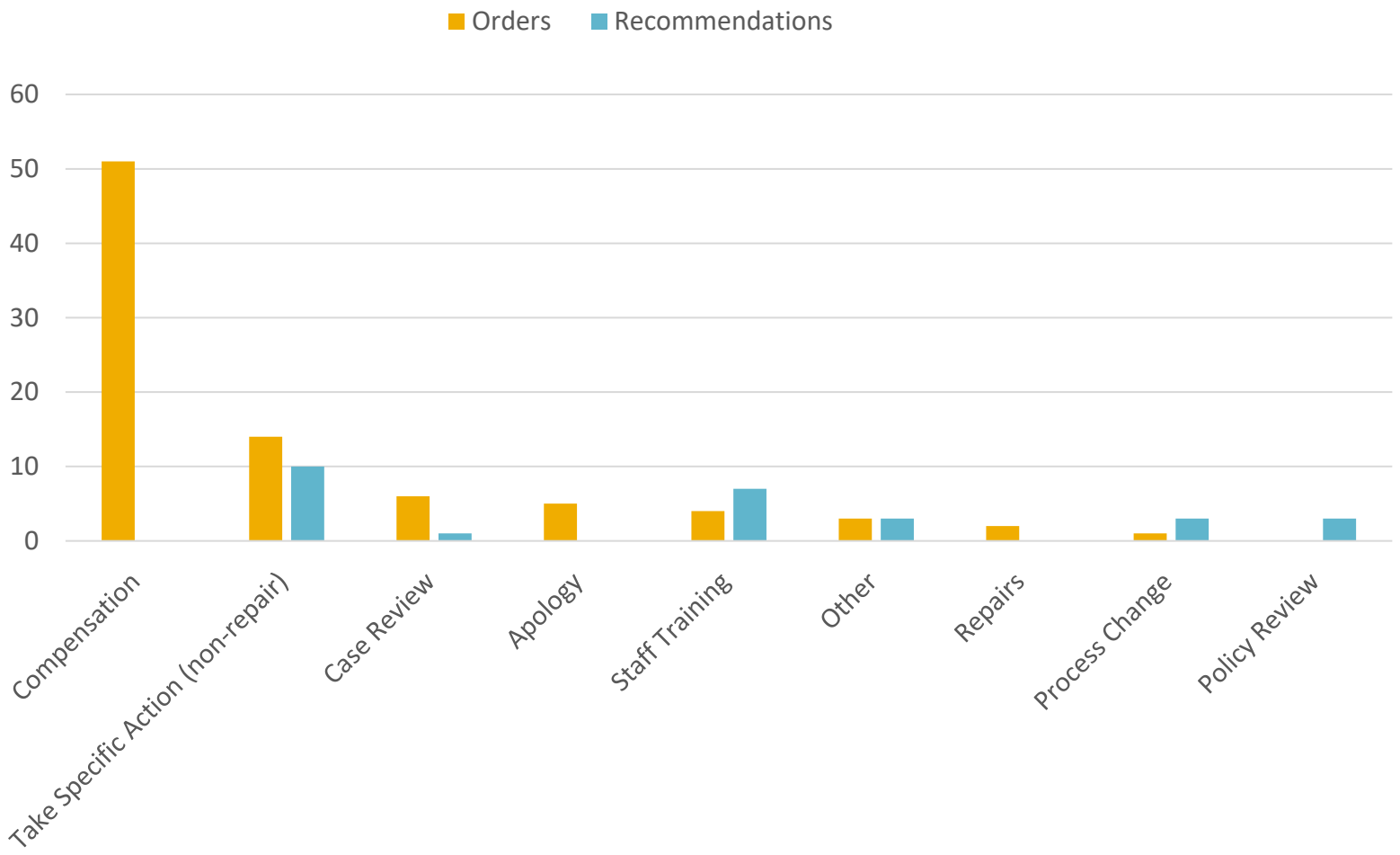
Noise complaints



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Complaint handling

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Call for evidence – key findings

- Received 374 responses
  - 265 from residents
  - 87 from landlords
  - 22 from environmental health specialists.

- 42% of the residents live in low-rise flats (four stories or less)
- 25% of the residents reported the age of their property as being 40 to 60 years old
- 206 resident respondents had reported at least one noise issue to their landlord – just over a third were about household noise
- The majority of landlords (66 of 87 respondents) confirmed that most noise reports made to them are about household noise
- only six of the 22 EH specialists felt that the most common noise reported was household noise

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Recommendations for Landlords

- 32 recommendations in total
- 12 themes including:
  - Void standard
  - Policies
  - Allocations
  - Data, record keeping and information sharing
  - Respect
  - Starting the tenancy
  - Existing tenancies
  - Handling a noise report

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Next steps

- Noise cases published this week
- Publishing report week commencing 24th November 2022
- Website page dedicated to this and linking a self assessment document that landlords can download and complete/share with residents
- Follow up / closing the loop / so what piece to be scheduled

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Questions?

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