

# Housing

## Ombudsman Service

**Special Report:**

**Noise – Time to be**

**heard**

# Our complaints data



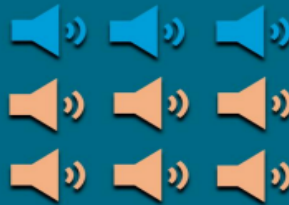
181

noise cases considered in  
21-22 about 96 landlords



43%

Maladministration rate  
across all 181 noise  
cases



62%

Maladministration rate on  
non-statutory noise  
complaints

£10.6k

Compensation awarded in  
21-22



Response to  
reports about  
tenant behaviour were the  
**second largest category  
of complaint** in 2019-21



**orders and recommendations**  
on noise complaints upheld 21-22

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# Our call for evidence



265 Residents

87 Landlords

22 Environmental health specialists

89% of residents  
dissatisfied with  
landlord response  
to noise reports



76% of landlords  
treated **noise** under **ASB**  
**policy**



66% of landlords  
said they had **noise**  
monitoring equipment



7% of residents  
said they **had noise**  
monitoring fitted



85%

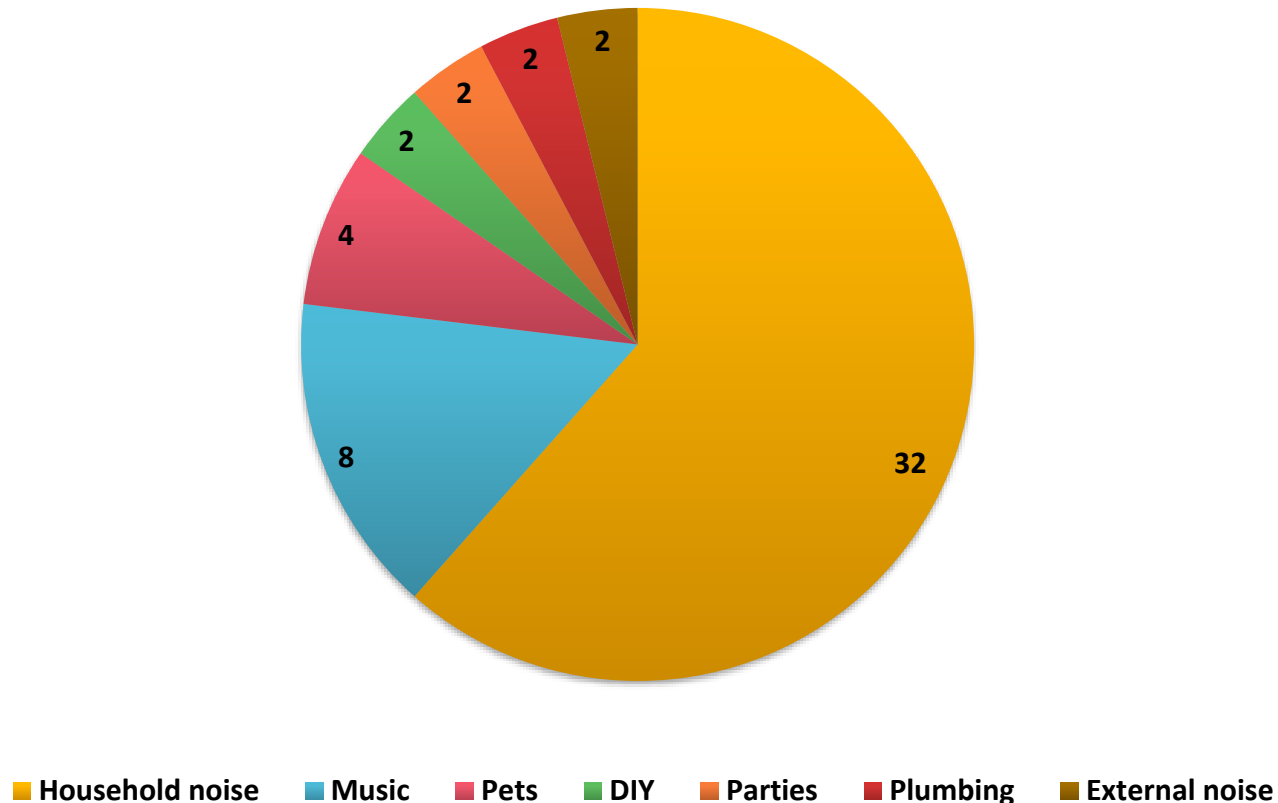
Landlords  
said they  
offered  
mediation

29%

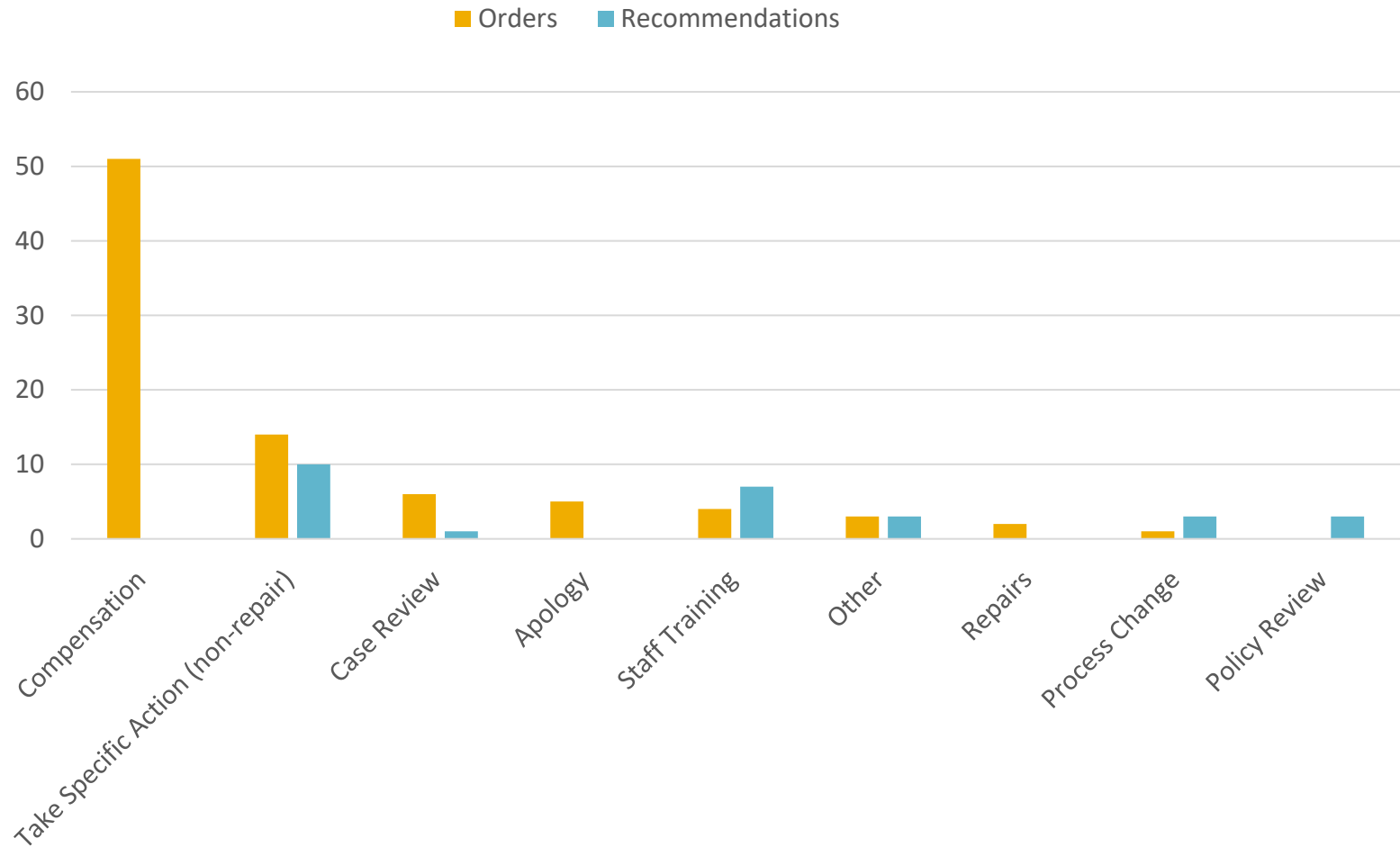
Residents  
said they  
were offered  
mediation

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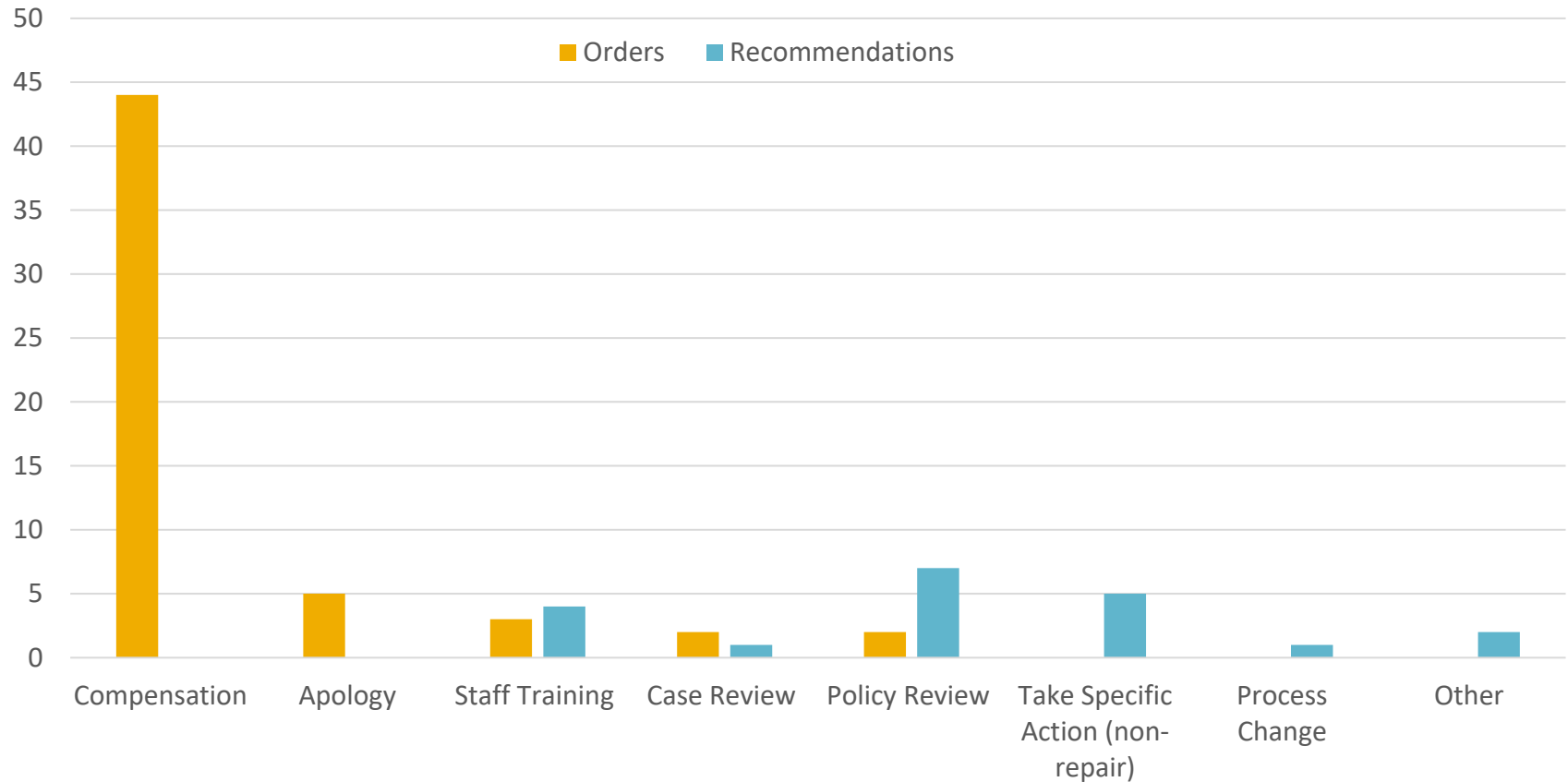
# Types of household noise complained about



# Noise complaints



# Complaint handling



# 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

# 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



# Next steps

- ▶ Noise cases published this week
- ▶ Publishing report week commencing 24<sup>th</sup> 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?