

Lessons from our Spotlight report on noise

“Time to be Heard”

Spotlight investigations

- ▶ Promote learning from complaints
- ▶ Deeper investigations into systemic and thematic issues
- ▶ Focus groups/call for evidence to inform findings
- ▶ Sector experts, landlords and residents consultation
- ▶ Recommendations for action at all levels
- ▶ Ongoing monitoring

Why choose noise?

- ▶ Second largest category of complaint
- ▶ 848 cases and found maladministration for 41%
- ▶ £141.5k in compensation
- ▶ Covid-19 lockdowns
- ▶ **Impact on residents and communities**
- ▶ Complex legislative landscape

Research

- ▶ Reviewed 2021-22 caseload
- ▶ Conducted a call for evidence between 13 April and 13 May 2022.
 - 374 responses
 - 265 from residents
 - 22 EH specialists
- ▶ Worked with 4 landlords and their residents
- ▶ Discussions with Resident Panel, landlords and representative bodies

Key data

Casebook

- 181 cases
- 96 landlords
- 43% maladministration
- 62% maladministration for household noise
- 113 orders and recommendations
- £10.6k in compensation

Call for evidence

89% residents dissatisfied

76% landlords use ASB policy

Noise monitoring equipment

66% landlords have it

7% residents had it

Mediation

85% landlords offered

29% residents offered

Key findings

Not ASB

Noise
transference

Prevention is better than
cure

Key recommendations

Get the
framework right

Get the policies
right

Review future
plans

Get it right at
the beginning

Guidance and
information

Communication
and respect

Data and record
keeping

Multi-agency
relationships

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