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

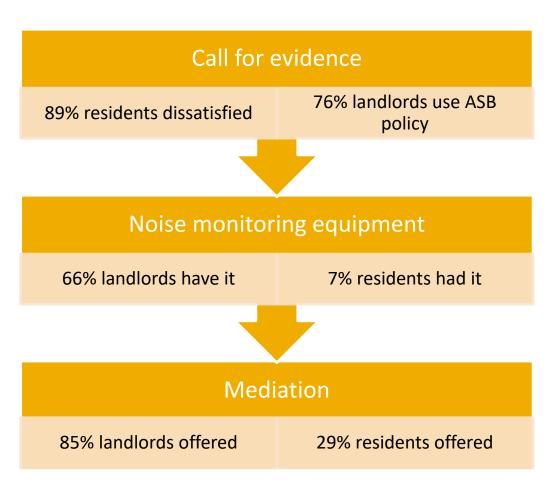
- Reviewed 2021-22 caseload
- Conducted a call for evidence between 13 April and 13 May 2022.
 - -374 responses
 - 265 from residents
 - 22 EH specialists
- Worked with 4 landlords and their residents
- Discussions with Resident Panel, landlords and representative bodies



Key data

Casebook

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





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

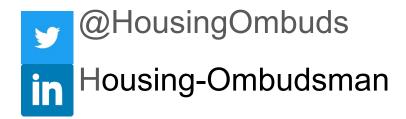
Multi-agency relationships



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