

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

### Noise Policy

#### This policy was created to:

Help customers live peacefully in their homes by managing noise reports in a fair and clear way. The policy aims to support those affected by noise while also recognising that everyday sounds are a normal part of life.

#### What this policy covers

- What kinds of noise we will and won't treat as anti-social behaviour (ASB)
- How you can report noise and how we'll respond
- What actions we may take
- How we support customers, including those who are vulnerable
- How we work with other services to manage noise issues
- How we invest in our homes to help reduce noise

#### Our Goals

- Make sure customers feel safe and respected in their homes
- Help resolve noise problems quickly and fairly
- Promote tolerance and understanding between neighbours
- Use feedback and partnership working to improve communities

#### Key Terms

- **Noise Nuisance:** Excessive or unreasonable noise that affects others' enjoyment of their home.
- **ASB (Anti-Social Behaviour):** Behaviour that causes harm, alarm, or distress to others – not all noise is ASB.
- **Triage:** Our process for deciding how to handle each noise report.
- **Noise App:** A tool customers can use to record and report noise.

- **DAHA:** Domestic Abuse Housing Alliance – we follow their best practice in supporting victims of domestic abuse.

## **Our Approach**

- We support respectful neighbour relationships and encourage self-resolution where possible
- We investigate all noise reports and decide whether they are ASB, a noise case, or something else
- We respond within our target timescales (within 24 hours to 7 days, depending on severity)
- We assess risk and offer support where needed, especially for vulnerable people
- We may use tools like noise monitoring equipment, mediation, or legal action
- We always keep you updated about what action is being taken
- We recognise that some noise complaints may be linked to domestic abuse and respond sensitively

## **Legal Compliance**

We follow the Housing Ombudsman's Spotlight on Noise report, the Neighbourhood and Community Standard 2024, the Equality Act 2010, the Domestic Abuse Act 2021, and all relevant housing laws and tenancy agreements.

## **Performance Monitoring**

- All noise reports are logged and reviewed by our neighbourhood team
- We carry out satisfaction surveys when cases are closed
- We use customer feedback to make improvements
- We monitor how quickly and effectively we resolve cases

## **Data Protection**

We protect your personal information under UK GDPR and the Data Protection Act 2018. All reports are confidential, and your data is only used when needed to manage the case.

## **Review**

This policy is reviewed every three years or sooner if there are changes in law or regulations.

**Date of Policy: October 2024**