

## **Guidance on talking to your neighbour about the noise**

- Before you approach your neighbour, plan what you are going to say. Keep calm and be pleasant then they will be more likely to respond positively to your complaint.
- Approach your neighbour at a convenient time and not in the heat of the moment when the noise is happening. Be prepared to agree to meet at a different time if it isn't convenient there and then.
- Concentrate on the problem and give specific examples of when the problem has occurred.
- Don't raise other minor issues as this will just confuse matters.
- Look for a solution with your neighbour and do not blame.
- Be prepared to walk away if the approach doesn't work, but don't make threats about taking the matter further as this may antagonise the situation.
- If you do not want to visit your neighbour you could consider writing them a letter advising them what noise is affecting you and when and asking them to reduce it.

This approach works best with neighbours who you are on reasonable terms with and haven't had any previous disagreements, but be cautious about taking such an approach if you have reason to believe that your neighbour may react angrily.

You can contact us on 08458 506506 to obtain a pack which gives further advice and support on dealing with noise from your neighbours.