

Fife Community Mediation

Fife Community Mediation Service know that other people's noise can be a source of major irritation for many neighbours but you might not know the best way to tackle it.

If you need any help with a noisy neighbour phone Fife Community Mediation on **01592 641618** or email infifecm@sacro.org.uk for free, confidential advice.



Noise Action Week is an annual initiative held in May coordinated by Environmental Protection UK that aims to raise awareness of the problems caused by neighbour noise and the solutions available to tackle it. It provides an opportunity for local authorities, housing providers, mediation services and all those involved in neighbour noise management to raise awareness of services available and promote practical solutions.



Noise Action Week aims to:

- Promote practical solutions to everyday noise problems
- Promote communication and consideration between neighbours
- Encourage local authorities and mediation services to inform the public of services available
- Educate and inform noise makers and noise sufferers about noise reduction
- Encourage everyone to take a quiet moment to consider the noises they make and the noise that affects them - and what can be done to reduce the impact

NOISE

don't suffer in silence!

Noise from neighbours can cause annoyance, lack of sleep, stress, and generally affect quality of life.



If you are experiencing problems with domestic noise there are a number of options open to you:



Public and Environmental Protection Team



The Team cover all types of noise. Most noise will be dealt with using the Environmental Protection Act 1990 but some noise, like Construction sites or ice-cream van chimes, can be dealt with using the Control of Pollution Act 1974. Examples of the types of noise we investigate are:

- **Noise from private houses**
- **Barking dogs**
- **Loudspeakers**
- **Factory noise**
- **Quarries and mines**
- **Shops, supermarkets, takeaways and restaurants**
- **Farm noise including bird scarers**
- **Road and rail works**
- **Racetracks**
- **Intruder alarms**



The team also comments on Planning Applications and advises the Licensing board.

The Public and Environmental Protection Team can be contacted on **03451 55 00 22**

For complaints about noise from pubs, clubs and other licensed premises please call **03451 555 555 Ext 446925** or **446926**. The Licensing Standards Officers Work shifts 2pm till 1am, 7 days a week. Leave a message on their answering machine and they will get back to you as soon as they can.

If the person making the noise is a Council Tenant you should contact your local services advisor or housing officer.

Night Time Noise Team

Examples of types of noise covered by this Service are:

- **Music/Stereo etc**
- **Party**
- **DIY - 'banging'**
- **Television**
- **Barking Dogs**
- **Domestic Appliances**



How to contact the NTNT:

The Night Time Noise Team operates seven days a week from 5.30pm to 03.30am. You can report night - time domestic noise nuisance to the Night Time Noise Team by contacting Police Scotland on 101

Housing Investigation Team

The Housing Investigation Team (HIT) is a Fife Council service dedicated to dealing with complaints of anti-social behaviour, regardless of housing tenure.

By our definition, being anti social is behaving in a way which causes, or is likely to cause, alarm and distress to others.

This includes, but is not limited to

- **Persistent excessive noise**
- **Physical assault**
- **Verbal abuse**
- **Racial harassment**
- **Loud Music**



If you require advice on any ongoing neighbour issues you may have then the Housing Investigation Team can be contacted on **01592 583642**, or e-mail us at housing.investigations@fife.gov.uk