

LIVING IN HACKNEY SCRUTINY COMMISSION 13th MAY 2020, QUESTIONS REGARDING ASB/NOISE

5. *In this time of lockdown has there been an increase in complaints about ASB/Noise?*

Residential noise service requests have increased from 393 in March 2019 to 451 in March 2020. In April 2109 384 residential noise service requests were received compared to 790 in April 2020.

In relation to commercial noise service requests we received 283 in March 2019 compared to 193 in March 2020 and 274 in April 2019 compared to 208 in April 2020.

6. *What are you doing to help residents who cannot leave their homes but are affected by the Noise/ASB?*

Residents can complain about noise as normal and we continue to provide the out of hour's noise service which operates from 21.00 and 02.00 on Friday/ Saturday and on Thursday/ Sunday between 18.30 and 02.00 and can be reached via the online reporting system at <https://hackney.gov.uk/noise> or on 020 8356 4455.

Due to Covid-19 restrictions we are unable to visit complainants but if noise is still ongoing Officers will visit the perpetrator while observing social distancing guidelines and issue advice to bring the noise down or further action will have to be taken. They will also be issued with a letter advising that the Council has a legal responsibility to investigate noise complaints under the Environmental Protection Act 1990 and to take action if Officers are of the opinion that a disturbance should be classified as a statutory nuisance.

Once an abatement Notice has been served, if an Officer is of the opinion that a breach of the notice has occurred, the Council can take legal action where a fine can be imposed on summary conviction or a Fixed Penalty Notice may be served. The Council may also make an application to the Court and obtain a warrant to enter a property at any time and confiscate equipment that has been or could be used to cause nuisance.

The case is then allocated to the Ward Community Safety and Principal Enforcement Officer and if further complaints are received and the noise is witnessed then an abatement notice will be served on the person responsible for causing the noise.

If a complaint involves a Hackney Housing property the Technical Support Officer (TSO) triaging calls will inform the Officer visiting that it is a Hackney Housing property and after a visit has been made Officers will advise the TSO of the outcome to enable them update Hackney Housing as the Community Safety works in partnership with Hackney Housing in relation to these issues.

Officers have received very positive feedback from residents and the number of residential noise complaints has increased by 90% compared to the same period last year. The out of hour's service also received an e-mail from a resident who they assisted and who advised "*Greetings all, I hope you're all doing well. I would like to thank the team on Saturday with helping assess the noise and talking to the perpetrators. It really*

felt like a huge stone lifted off my chest, I was finally able to breathe again. I was able to have my first peaceful day yesterday after a long while. I only pray it will continue like this, where hopefully you won't be hearing from me.

I understand with the current situation and putting yourselves out there is a huge risk. I hope you all stay safe and take care .Again thank you and I sincerely appreciate your all help.”

In terms of commercial noise Environmental Protection received a complaint from a resident of Mare Street, regarding excessive noise late at night in the form of moped engines revving, loud talking and laughter by delivery drivers/moped riders operating out of two takeaways on Mare Street.

The complainant contacted the out of hours service at 23.20 one evening and an Officer responded immediately, visited the location wearing appropriate PPE and observing social distancing rules and spoke to the moped drivers and the managers of the businesses concerned who agreed to change how they operate. The complainant e-mailed the Officer advising “*I just can't believe the “silence “, so I went to look out the window and there were two drivers there, not making any noise!. Thanks again.”*

7. Has a different approach been taken to operating the ASB/Noise service?

See reply to Q6