

Noise Policy

Whenever there is a degree of shared living, noise problems can occur, and we rely on a degree of co-operation from our tenants to ensure a peaceful living environment for all. To assist you in achieving this, there are some basic guidelines that we would ask you to observe.

Noise levels which negatively affect study, sleep or other activities will not be accepted, no matter what time of day. It is the responsibility of all residents to be considerate of neighbours so that an environment conducive to academic success and personal happiness is maintained. Please respect the rights of other residents and any neighbour's privacy and the right to quiet enjoyment. Excessive or unacceptable noise which disturbs other residents will not be tolerated, whether it is residents within the same flat, residents in neighbouring flats within the student development, or people living in the neighbouring properties.

Top three complaints

1. Music – use of guitars, drums and other musical instruments is not advisable within university accommodation. Please speak to management/living support staff regarding where you can rehearse. Keep stereo equipment to acceptable volume. If you are listening to music late at night, please use headphones. You can help reduce noise pollution by closing windows.
2. Noise in the stairs/at entrances - you should be aware of the noise you make when entering and leaving the building especially late at night. You are also responsible for the conduct of your guests. Shouting and banging of doors can cause considerable upset to neighbours.
3. Doors banging within the flat – Noise travels and if you have the habit of banging doors within your flat, the noise will reach your neighbours. Please close doors quietly, especially at night, and if your door closer is faulty, report it for repair.

Noise problems – what you should do

1. The first step is to approach your neighbour(s) and explain the problem, let them hear the noise you are experiencing so that they can understand the problem. It is surprising how often people are simply unaware of the noise they are making and once they realise how disruptive this is, they are happy to cooperate to eliminate the problem.
2. If you feel unable to approach your neighbours directly you should contact a member of living support staff who can intervene with you.
3. If you have spoken in a reasonable manner to the offending party, but the noise problem persists, it will be necessary for you to liaise closely with staff. You must report all instances of noise pollution, to allow us to build a case for disciplinary action. This can be a long process.

Noise problems – what we can do

1. On receipt of a noise complaint, we will contact the tenant(s) concerned and ask them to come to speak to a member of management/living support staff. It may be that by doing this we can reach a solution to the problem.
2. If further complaints are received, we will speak to those concerned again and explain that further action will be taken. It is at this stage that we would also carry out a sound test. This involves two members of staff and the neighbours concerned. The aim is to allow tenants the opportunity to experience the noise levels themselves and the noise levels in each other properties and agree mutually acceptable noise levels. This can be a very successful tool in

resolving noise complaints. If this action is unsuccessful, it will be necessary to move to formal disciplinary procedures.

3. If noise is external to the accommodation in a neighbouring property, we may contact environmental health or the police as they have powers to deal with noise that we do not have.
4. Should the source of the problem be uncooperative, and the process is taking a while to resolve, we will, if possible, offer you alternative accommodation. This will allow you to study in peace while we reach a resolution.
5. The University retains the right to remove any item which causes excessive noise until the end of the accommodation contract.

Residents should also be aware that these Regulations are particularly applicable during periods of major assessments, examinations or teaching practice and between 11pm and 8am it is expected that no noise or music should be heard in adjacent corridors or rooms. For the avoidance of doubt, regulations regarding noise are applicable not just within the accommodation, but also within surrounding areas.

It should be noted that noise problems can be difficult to resolve. Tolerance to noise varies from person to person and this combined with differing lifestyles and locality can lead to difficulties. Accommodation Services will work towards a resolution to suit all parties if possible, however there are no quick answers unless everyone involved is prepared to compromise and show necessary mutual respect for their neighbours.

Please see the document [Student Sanctions](#) for full details on the disciplinary action that may be taken where excessive noise complaints are taken against individuals or flats and [Escalation Levels](#).

If you are unhappy with the action taken by Accommodation Services, please note that the University has a [complaints procedure](#).