

NEIGHBOUR COMPLAINTS

The following directs residents to where they could go for help if they have a complaint against a neighbour.

1/ If you know your neighbour is renting and who from, talk to their landlord first - this might be a private landlord, housing association or the council. A landlord has a role because considerate behaviour may be required in the tenancy agreement.

2/ For all types of household Cheshire West and Chester Council (CWAC) have a role in defining where the dividing line lies between something being a 'nuisance' with an obligation for the council to do something about it, and where it remains a private matter.

The CWAC website has a page that can be found by going on:

[Home](#) > [Residents](#) > [Pests, pollution and food safety](#) > [Issues with noise](#)

There are sections on "How to approach a noisy neighbour" and "Guide to noise nuisance" which are good places to explore. There is a section 'How to make an official complaint' if negotiation fails which can ultimately lead to a noise abatement order. They say "We will investigate ongoing or regular noise problems. If the noise is a one-off or limited in duration, for example, a party, we are unlikely to be able to help you."

3/ The citizens advice website has guidance on its page: Go to www.citizensadvice.org.uk/housing/problems-where-you-live/ then select "Complaining about your neighbour".

Notice it says If your neighbour is noisy or stops you feeling comfortable, try to discuss it with them if you can. It also points you to further organisations if you are unhappy with the Housing Association or Council.

Neighbour complaints.doc
11 Jan 2021