

Noise Shared Regulatory Services is Unable to Assist With

The Shared Regulatory Services is generally unable to assist with noise complaints where the source is:

- **Children Playing** - e.g. in a garden, public space or parkspeech (talking and shouting)
- **Domestic Noise** - Unless unreasonably loud or at unreasonable times day-to-day domestic noise (lawn mowing, hedge trimming, washing machines, vacuuming)
- **Everyday Living** - Footsteps, light switches being turned on / off, general talking, doors closing/banging, pressing door buzzes, toilet flushing, babies crying, moving furniture, rowdy behaviour in stairwells/communal areas. Contact your tenancy officer or landlord regarding these matters.
- **Public Order Offences** - Rowdy behaviour outside in the street. This is a police matter. Please look at the [South Wales Police](#) website and www.ourbobby.com. If you feel threatened ring 999, for non-emergencies please Ring 101.
- **Traffic Noise** - Car horns, essential roadworks and maintenance. Please visit the Highways Agency or The Department for Environment Food and Rural Affairs (DEFRA) website.
- **Railway Noise** - Including essential maintenance. Please visit [Network Rail](#) website or ring 03457 11 41 41, by post at Network Rail, 1 Eversholt, Street, London, NW1 2DN.
- **Aircraft Noise** - Please look at the [UK Civil Aviation Authority](#) website or contact them by post: CAA House, 45-59 Kingsway, London, WC2B 6TE.
By Phone: 020 7379 7311
- **Military Aircraft Noise** - Complaints should be directed to Military Aviation, Ministry of Defence, Directorate of Aircraft Staff, Complaints and enquiries unit Zone H, 5th Floor , Main Building, Whitehall, London, SW1A 2HB.
By Phone: 020 7218 9000.