



Shared Regulatory Services
Gwasanaethau Rheoliadol a Rennir



Noise complaints and queries that Shared Regulatory Services is unable to assist with

We are 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 (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

Rowdy behaviour outside in the street (public order offences) - this is a police matter. Ring 101. Please look at the South Wales Police website [south-wales.police.uk](https://www.south-wales.police.uk) and If you feel threatened ring 999.

Traffic noise (including car horns, essential roadworks and maintenance) - see Highways Agency or The Department for Environment Food and Rural Affairs (DEFRA) website www.gov.uk

Railway noise (including essential maintenance) - see Transport for Wales website <https://tfwrail.wales/help-centre/contact-us>

Aircraft noise - please visit the UK Civil Aviation Authority website [caa.co.uk/](https://www.caa.co.uk/)

CAA House
45-59 Kingsway
London
WC2B 6TE

Main Switchboard: 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

Tel: 020 7218 9000

Or refer the complaint to us and we will forward to the appropriate body on your behalf.