

# The Noise Nuisance App

## Information for Local Authorities and Housing Associations

“Simplifies noise nuisance reporting and could lead to more robust reporting of noise nuisance problems. *Noise Bulletin*”

### What is it?

- The Noise Nuisance App is a tool that allows complainants to log and record noise events on their iPhone - similar to a diary sheet with the ability to attach samples of noise to each diary entry.
- It allows the complainant to send their diary via email and noise nuisance recordings to be accessed by the recipient over the net (all of the local authority email addresses are already available on the app).
- It also contains several public information videos including: ‘what is a statutory nuisance’ and ‘alternative action – your options’.

### What are the benefits for noise investigators?

- Reduced investigation time and costs.
- Provides an indication of likelihood for nuisance to exist.
- Highlights and enables genuine cases to be prioritised.
- Can be used by officers to record snapshots on noise patrol.

### How can local authorities use it?

- Environmental health departments can provide links to the App on their websites or provide ‘gift apps’.
- Links can be included in first response emails and letters.
- Departments can obtain apps in bulk and forward to clients.

### Is it OK to link to the App on our website?

- Yes. Councils generally allow this practice where there are benefits to the public and where it makes the Council savings.
- The App usually supports public authority aims and objectives.
- Council’s have their own guidelines for use which may include avoiding sales messages or specific endorsements.

### Why send complainant’s Apps?

- Bulk purchases are the most efficient and economic way of providing the App to users on request.
- Costs are virtually nothing compared to the costs of installing monitoring equipment.
- Gift Apps can be sent to clients within seconds.

### Housing Associations – emailing the diary

- The App allows the client to email their diary to any valid email address.
- You will need to provide the client with your preferred email address when you forward the app to them.
- It’s fairly clear how to email the diary but you might want to advise them to choose “no Council selected”.

### Need more information?

- Questions and answers can be found on the [Noise Nuisance Association website](#);
- On the [iTunes website](#); or
- Just email us at [info@encentre.co.uk](mailto:info@encentre.co.uk)

